Developer Guide

Yeastar P-Series Appliance Edition

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Introduction

Yeastar P-Series PBX System API Introduction

Yeastar P-Series PBX System provides API (Application Programming Interface) to integrate with third-party applications, such as call center, hotel, CRM (Customer Relationship Management), etc.

> **Note:**
> API functionality is only supported on P550, P560, and P570.

Requirements

- PBX firmware version: 37.7.0.16 or later.
- API feature on PBX is enabled.

Communication methods

After connected to the PBX using the API interface, a third-party application can implement bidirectional communications with Yeastar P-Series PBX System:

API request and response

The third-party application can call APIs to query features, configure parameters, control calls, etc. Every time the application sends an API request, the PBX will return a response with the requested resources.

For more information, see API Request Overview.

Event subscription and event notification

The third-party application can send messages to subscribe to desired PBX events. In this way, the PBX will proactively send the subscribed events to notify the third-party application about the changes in real-time.

For more information, see API Events Overview.

Main features

You can achieve the followings on a third-party application through Yeastar P-Series PBX System APIs.

- Query the PBX parameters and status
- Configure PBX features
- Control calls of the PBX
- Monitor events on the PBX

For more information, see API Interfaces & Events Summary.

API Interfaces & Events Summary

This topic provides the Yeastar P-Series PBX System API interfaces list and events list.

> **Important:**
> You MUST include a **User-Agent** header with every request that you submit to the Yeastar P-Series PBX System API, so that the PBX can identify your application and respond to the request. For example, `User-Agent: OpenAPI`.

API Authentication

HTTP method	API endpoint	Description
POST	get_token	Get API access token.
POST	refresh_token	Refresh API access token.
GET	del_token	Revoke API access token.

System

HTTP method	API endpoint	Description
GET	system/information	Query PBX information.
GET	system/capacity	Query PBX capacity, including the number of extensions and concurrent calls.
GET	system/get_menuoptions	Query the menu option information when creating and updating features. **Note:** The interface supports to query the option information (ID, name, or type) of specific features including FXS channel, extension, extension

HTTP method	API endpoint	Description
		group, organization, trunk, user role, phonebook, group voicemail, IVR, call flow, ring group, queue, queue agent, conference, PIN list, system prompt, custom prompt, etc.
POST	system/sendemail	Send an email to the specified email address.

Extension

HTTP method	API endpoint	Description
GET	extension/list	Query the extension list.
GET	extension/search	Search specific extensions.
GET	extension/get	Query the information of an extension.
GET	extension/query	Query the information of multiple extensions.
GET	extension/getpassword	Query the registration password and voicemail access PIN of an extension.
POST	extension/create	Add an extension.
POST	extension/send_welcome_email	Send Linkus welcome emails to specified extensions.
POST	extension/update	Edit an extension.
GET	extension/delete	Delete an extension.

Organization

HTTP method	API endpoint	Description
GET	organization/list	Query the organization list.
GET	organization/search	Search specific organizations.
GET	organization/get	Query the information of an organization.
GET	organization/query	Query the information of multiple organizations.
POST	organization/create	Add an organization.
POST	organization/update	Edit an organization.
GET	organization/delete	Delete an organization.

Trunk

HTTP method	API endpoint	Description
GET	trunk/list	Query the trunk list.
GET	trunk/search	Search specific trunks.
GET	trunk/get	Query the information of a trunk.
GET	trunk/query	Query the information of multiple trunks.
GET	trunk/itsp_list	Query the ITSP list of SIP trunks.
POST	trunk/create	Add a SIP trunk.
POST	trunk/update	Edit a SIP trunk.
GET	trunk/delete	Delete a SIP trunk.

Contacts

HTTP method	API endpoint	Description
GET	company_contact/list	Query the company contacts list.
GET	company_contact/search	Search specific company contacts.
GET	company_contact/get	Query the information of a company contact.
GET	company_contact/query	Query the information of multiple company contacts.
POST	company_contact/create	Add a company contact.
POST	company_contact/update	Edit a company contact.
GET	company_contact/delete	Delete a company contact.

Phonebook

HTTP method	API endpoint	Description
GET	phonebook/list	Query the phonebook list.
GET	phonebook/search	Search specific phonebooks.
GET	phonebook/get	Query the information of a phonebook.
GET	phonebook/query	Query the information of multiple phonebooks.
POST	phonebook/create	Add a phonebook.
POST	phonebook/update	Edit a phonebook.

HTTP method	API endpoint	Description
GET	phonebook/delete	Delete a phonebook.

Auto Provisioning

HTTP method	API endpoint	Description
GET	phone/search	Search specific IP phones.
GET	phone/get	Query the information of an IP phone.
GET	auto_provisioning/compatibility	Query the information of configuration options required when adding IP phone(s) for auto provisioning.
POST	phone/batchcreate	Bulk add IP phones of the same vendor and model.
POST	phone/batchupdate	Bulk edit IP phones of the same model that use the same template.
POST	phone/batchreprovision	Bulk reprovision IP phones.
POST	phone/batchreboot	Bulk reboot IP phones.
POST	phone/batchdelete	Bulk delete IP phones.

Inbound Route

HTTP method	API endpoint	Description
GET	inbound_route/list	Query the inbound route list.
GET	inbound_route/search	Search specific inbound routes.
GET	inbound_route/get	Query the information of an inbound route.
GET	inbound_route/query	Query the information of multiple inbound routes.
POST	inbound_route/create	Add an inbound route.
POST	inbound_route/update	Edit an inbound route.
GET	inbound_route/delete	Delete an inbound route.

Outbound Route

HTTP method	API endpoint	Description
GET	outbound_route/list	Query the outbound route list.
GET	outbound_route/search	Search specific outbound routes.
GET	outbound_route/get	Query the information of an outbound route.

HTTP method	API endpoint	Description
GET	outbound_route/query	Query the information of multiple outbound routes.
POST	outbound_route/create	Add an outbound route.
POST	outbound_route/update	Edit an outbound route.
GET	outbound_route/delete	Delete an outbound route.

Voicemail

HTTP method	API endpoint	Description
GET	vm/query	Query the voicemail messages of multiple extensions or group voicemails.
GET	vm/get	Query the voicemail messages of a specific extension or a group voicemail.
GET	vm/download	Get the download URL to download a vociemail message.
POST	vm/create	Add a voicemail message to a specific extension.
POST	vm/update	Update the read status of a voicemail message.
GET	vm/delete	Delete a voicemail message.
GET	vm/delete_extension_vm	Delete all the voicemail messages of an extension.

IVR

HTTP method	API endpoint	Description
GET	ivr/list	Query the IVR list.
GET	ivr/search	Search specific IVRs.
GET	ivr/get	Query the information of an IVR.
GET	ivr/query	Query the information of multiple IVRs.
POST	ivr/create	Add an IVR.
POST	ivr/update	Edit an IVR.
GET	ivr/delete	Delete an IVR.

Queue

HTTP method	API endpoint	Description
GET	queue/list	Query the queue list.

HTTP method	API endpoint	Description
GET	queue/search	Search specific queues.
GET	queue/get	Query the information of a queue.
GET	queue/query	Query the information of multiple queues.
POST	queue/create	Add a queue.
POST	queue/update	Edit a queue.
GET	queue/delete	Delete a queue.
GET	queue/call_status	Query call status of a queue.
GET	queue/agent_status	Query agent status of a queue.
GET	queue_pause_reason/list	Query queue pause reason list.
POST	queue_pause_reason/update	Edit queue pause reason list.
GET	queue_option/get	Query global queue settings.
POST	queue_option/update	Edit global queue settings.
POST	queue/honor_wrapup_time	Enable or disable shared wrap-up time among queues.
GET	queue/agent_login	Queue management - Log in or log out agents.
GET	queue/agent_pause	Queue management - Pause or unpause agents.
GET	agent/login	Agent management - Log in to or log out of queues.
GET	agent/pause	Agent management - Pause or unpause queue service.

Conference

HTTP method	API endpoint	Description
GET	conference/list	Query the list of the scheduled conferences that were created either from the PBX web portal or through API requests.
GET	conference/search	Search specific conferences from the scheduled conference list.
GET	conference/get	Query the information of a specific scheduled conference.
GET	conference/query	Query the information of multiple scheduled conferences.

HTTP method	API endpoint	Description
GET	query_interim_conference	Query the information of instant conferences created through API requests.
GET	conference/viewpassword	Query the participants password or moderator password of a specific scheduled conference.
GET	conference/query_ongoing_conference	Query the settings for a specific ongoing conference, multiple ongoing conferences, or all ongoing conferences, including both scheduled and instant conferences.
POST	conference/create	Add a scheduled conference.
POST	conference/start_interim_conference	Add and configure an instant conference, and invite members to join the conference in real time.
POST	conference/invite_member	Invite internal or external users to join a conference.
POST	conference/kick_member	Kick a member, multiple members, or all members out of a conference.
POST	conference/mute_member	Mute a member, multiple members, or all members in a conference.
POST	conference/unmute_member	Unmute a member, multiple members, or all members in a conference.
POST	conference/update	Edit the setting of a scheduled conference.
GET	conference/delete	Delete a specific scheduled conference.

Paging

HTTP method	API endpoint	Description
GET	paging/list	Query the paging group list.
GET	paging/search	Search specific paging groups.
GET	paging/get	Query the information of a paging group.
GET	paging/query	Query the information of multiple paging groups.
POST	paging/create	Add a paging group.
POST	paging/update	Edit a paging group.
GET	paging/delete	Delete a paging group.

Recording

HTTP method	API endpoint	Description
GET	autorecord/get	Query the recording settings.
POST	autorecord/update	Edit the recording settings.

PIN List

HTTP method	API endpoint	Description
GET	pin_list/list	Query the PIN list.
GET	pin_list/search	Search specific PIN lists.
GET	pin_list/get	Query the information of a PIN list.
GET	pin_list/query	Query the information of multiple PIN lists.
POST	pin_list/create	Add a PIN list.
POST	pin_list/update	Edit a PIN list.
GET	pin_list/delete	Delete a PIN list.

Blocked/Allowed Numbers

HTTP method	API endpoint	Description
Blocked Numbers		
GET	block_numbers/list	Query the call blocklists.
GET	block_numbers/search	Search specific call blocklist rules.
GET	block_numbers/get	Query the information of a call blocklist rule.
GET	block_numbers/query	Query the information of multiple call blocklist rules.
POST	block_numbers/create	Add a call blocklist rule.
POST	block_numbers/update	Edit a call blocklist rule.
GET	block_numbers/delete	Delete a call blocklist rule.
Allowed Numbers		
GET	allow_numbers/list	Query the call allowlists.
GET	allow_numbers/search	Search specific call allowlist rules.
GET	allow_numbers/get	Query the information of a call allowlist rule.

HTTP method	API endpoint	Description
GET	allow_numbers/query	Query the information of multiple call allowlist rules.
POST	allow_numbers/create	Add a call allowlist rule.
POST	allow_numbers/update	Edit a call allowlist rule.
GET	allow_numbers/delete	Delete a call allowlist rule.

Call Note

HTTP method	API endpoint	Description
GET	callnotes/get	Get the call notes of a specific call.
POST	callnotes/update	Update the call notes of a specific call.

Messaging

> **Note:**
> To use the Messaging APIs, you need to subscribe to **Enterprise Plan** or **Ultimate Plan** to ensure the **Omnichannel Messaging** feature is available, and the **API** feature must be enabled.

HTTP method	API endpoint	Description
Message Channel		
GET	message_channel/list	Query the message channel list.
GET	message_channel/search	Search specific message channels.
GET	message_channel/get	Query the information of a message channel (including SMS channel, WhatsApp channel, and Facebook channel).
GET	message_channel/getlivechat	Query the information of a Live Chat channel.
GET	message_channel/query	Query the information of multiple message channels (including SMS channel, WhatsApp channel, and Facebook channel).
GET	message_channel/whatsapp_template	Retrieve detailed information and content of WhatsApp message templates for a WhatsApp channel.
GET	message_channel/embedcode	Get the embed code of a Live Chat channel.

HTTP method	API endpoint	Description
POST	message_channel/uploadphoto	Upload a photo to the PBX, which can be used as a custom avatar of a Live Chat channel.
POST	message_channel/create	Add a message channel (including SMS channel, WhatsApp channel, and Facebook channel).
POST	message_channel/createlivechat	Add a Live Chat channel.
POST	message_channel/update	Edit a message channel (including SMS channel, WhatsApp channel, and Facebook channel).
POST	message_channel/updatelivechat	Edit a Live Chat channel.
GET	message_channel/delete	Delete a message channel.
Message Queue		
GET	message_queue/list	Query the message queue list.
GET	message_queue/search	Search specific message queues.
GET	message_queue/get	Query the information of a message queue.
GET	message_queue/query	Query the information of one or more message queues.
POST	message_queue/create	Add a message queue.
POST	message_queue/update	Edit a message queue.
GET	message_queues/delete	Delete a message queue.
Message Campaign		
GET	message_campaign/list	Query the message campaign list.
GET	message_campaign/search	Search specific message campaigns.
GET	message_campaign/get	Query the information of a message campaign.
GET	message_campaign/query	Query the information of multiple message campaigns.
POST	message_campaign/create	Add a message campaign.
POST	message_campaign/update	Edit a message campaign.
GET	message_campaign/retry	Retry a message campaign.
GET	message_campaign/delete	Delete a message campaign.
Message Session		
GET	message_session/list	Query the message session list.
GET	message_session/search	Search specific message sessions.

HTTP method	API endpoint	Description
GET	message_session/get	Query the information of a specific message session.
GET	message_session/query	Query the information of multiple message sessions.
POST	message_session/transfer	Transfer a message session.
POST	message_session/close	Close a message session.
POST	message_session/archive	Archive a message session.
POST	message_session/unarchive	Unarchive a message session.
GET	message_session/delete	Delete a message session.
Messages		
GET	message/get	Query messages in a message session.
GET	message/query	Query messages in multiple message sessions simultaneously.
POST	message/batchupload	Upload one or more files to the PBX, which can be used when sending messages in either message campaigns or message sessions.
POST	message/send	Send a message in a message session, or initiate a message session.

Storage

HTTP method	API endpoint	Description
GET	storage/list	Query the storage device list.

Backup

HTTP method	API endpoint	Description
GET	backup/list	Query the backup file list.
GET	backup/search	Search specific backup files.
GET	backup/get	Query the information of a backup file.
GET	backup/query	Query the information of multiple backup files.
GET	backup/getstatus	Get the backup status of a backup file.
GET	backup/download	Get the download URL to download a backup file.
POST	backup/create	Add a backup file.

HTTP method	API endpoint	Description
GET	backup/delete	Delete a backup file.

System Log

HTTP method	API endpoint	Description
GET	system_log/list	Query the system log list.
GET	system_log/download	Get the download URL to download one or multiple system log file(s).

API Feature Settings

HTTP method	API endpoint	Description
GET	extension_status_monitor/list	Query extension status monitoring settings for the API feature.
POST	extension_status_monitor/update	Update extension status monitoring settings for the API feature.
GET	trunk_status_monitor/list	Query trunk status monitoring settings for the API feature.
POST	trunk_status_monitor/update	Update trunk status monitoring settings for the API feature.
GET	webhook/query	Query Webhook event push settings.
POST	webhook/update	Update Webhook event push settings.
GET	webhook/test	Send a test message to a specified Webhook URL to test Webhook connectivity.

Recording

HTTP method	API endpoint	Description
GET	recording/list	Query the recording file list.
GET	recording/search	Search specific recording files.
GET	recording/download	Get the download URL to download a recording file.
GET	recording/playtoextension	Play a recording to a specified extension.

CDR

HTTP method	API endpoint	Description
GET	cdr/list	Query the CDR list.
GET	cdr/search	Search specific CDR.
GET	cdr/download	Get the download URL to download a CDR file.
GET	cdr/getoption	Get CDR options. **Note:** The interface supports to query the enablement status of CDR options, such as fuzzy search.
POST	cdr/updateoption	Edit CDR options. **Note:** The interface supports to change the enablement status of CDR options, such as fuzzy search.

Call report

HTTP method	API endpoint	Description
GET	call_report/list	Query the instant call report list.
GET	call_report/detail	Query call details in specific IVR/Queue/Agent report.
GET	call_report/download	Get the download URL to download an instant call report.
GET	call_schedule_report/list	Query the scheduled call report list.
GET	call_schedule_report/download	Get the download URL to download a scheduled call report.

Hotel

HTTP method	API endpoint	Description
GET	wakeupcall/list	Query the alarm list.
GET	wakeupcall/get	Query an extension's alarm information.
GET	wakeupcall/query	Query multiple extensions' alarm information.

HTTP method	API endpoint	Description
POST	wakeupcall/create	Add an alarm for a specific extension.
POST	wakeupcall/update	Edit an alarm.
GET	wakeupcall/delete	Delete alarm(s) for a specific extension.
POST	hotel/checkout	Perform checkout for hotel guests.

SMS

HTTP method	API endpoint	Description
POST	sms/create	Send an SMS message to a mobile number through a GSM/3G/4G trunk.

Call control

HTTP method	API endpoint	Description
GET	call/query	Query a specified call or query calls by call types.
POST	call/dial	Make a call.
POST	call/accept_inbound	Accept an inbound call.
POST	call/refuse_inbound	Refuse an inbound call.
POST	call/listen	Monitor a call.
POST	call/hold	Hold a call.
POST	call/unhold	Resume a held call.
POST	call/mute	Mute a call.
POST	call/unmute	Unmute a call.
POST	call/park	Park a call.
GET	call/park_status	Query status of parked calls.
POST	call/directly_forward_to_voicemail	Forward an incoming call to the specified voicemail.
POST	call/transfer	Transfer a call, including blind transfer and attended transfer.
POST	call/add_member	During a call, invite a member to join the call.
POST	call/play_prompt	Play custom prompt audio files.
POST	call/hangup	Hang up a call.
POST	call/record_start	Start call recording.

HTTP method	API endpoint	Description
POST	call/record_pause	Pause call recording.
POST	call/record_unpause	Resume call recording.

uaCSTA call control

HTTP method	API endpoint	Description
POST	uacsta_call/accept	Accept an incoming call by uaCSTA control.
POST	uacsta_call/refuse	Refuse an incoming call by uaCSTA control.
POST	uacsta_call/hangup	Hang up an incoming call by uaCSTA control.

Events

Note:
You can monitor the following events via WebSocket or Webhook. For more information, see Monitor Events via WebSocket or Monitor Events via Webhook.

Event	Description
(30005) Organization Status Switch State Changed	Indicate that the organization feature status is changed, and return the current feature status.
(30006) Organization Structure Changed	Indicate that the organization configuration is changed, and return the change information.
(30007) Extension Registration Status Changed	Indicate that the extension registration status is changed, and return the extension details.
(30008) Extension Call State Changed	Indicate that the extension call status is changed, and return the current extension call status.
(30009) Extension Presence State Changed	Indicate that the extension presence status is changed, and return the current extension presence status.
(30010) Trunk Registration State Changed	Indicate that the trunk registration status is changed, and return the current trunk status.
(30011) Call State Changed	Indicate that the call status is changed, and return the current call status.
(30012) Call End Details Notification	Indicate that a new CDR is generated, and return the call details.

Event	Description
(30013) Call Transfer Report	Indicate that a call is transferred, and return the call details.
(30014) Call Forwarding Report	Indicate that a call is forwarded, and return the call details.
(30015) Call Failure Report	Indicate that a call is failed, and return the call details.
(30016) Incoming Call Request	Indicate that an inbound call comes from the monitored trunk, and return the call details.
(30017) DTMF Digit Report	Indicate that a key is pressed during a call, and return the call details as well as key pressing information.
(30018) Prompt Playback Completed Report	Indicate the end of prompt playing, and return the call details and the audio prompt name.
(30019) Satisfaction Survey Feedback	Indicate that caller has completed a satisfaction survey, and return the survey result.
(30020) uaCSTA Call Report	Indicate that a call status of an extension, which is registered to an IP phone, is changed, and return the uaCSTA call details.
(30022) Extension Information Updated	Indicate that the extension configuration is changed, and return the change information.
(30023) Trunk Information Updated	Indicate that the trunk configuration is changed, and return the change information.
(30024) No-hosted Conference	Indicate that the host leaves the audio conference, and return the audio conference ID as well as host's extension number.
(30025) Agent Automatic Pause	Indicate that the agent is automatically paused due to reaching the maximum number of missed calls, and return the information of the agent and missed calls.
(30026) Agent Ringing Timeout	Indicate that the agent missed a call due to ringing timeout, and return the information of the agent and missed call.
(30027) Call Report Download Result	Indicate that the requested data is retrieved, and return the download URL of the call report.
(30028) Call Note Status Updated	Indicates whether the call note is available in the current call, and returns related identifiers for both the call and the call note.
(30029) Agent Status Changed	Indicate that the agent status is changed, and return the change information.
(30030) Bulk Message Sending Failed	Indicate some messages failed to send in a message campaign, and return the ID of the associated campaign, along with sending results.

Event	Description
(30031) New Message Notification	Indicate that the third-party application receives an inbound message from a message channel forwarded through the PBX API, and return the message details.
(30032) Message Sending Result	Indicates that the third-party application sends a message through the PBX API and the delivery status changes, and return the message details.
(30033) Recording Download Completed	Indicate that a recording file is successfully downloaded via the API in asynchronous mode.

Getting Started

API Request Methods

API Request Overview

This topic introduces the communication protocols, communication port, and request flow of the Yeastar P-Series PBX System API.

Communication protocols

Yeastar P-Series PBX System supports GET and POST request over HTTP or HTTPS protocol.

For communication security, we recommend that you use HTTPS protocol, and upload an HTTPS certificate to the PBX to authenticate and enable an encrypted secure connection.

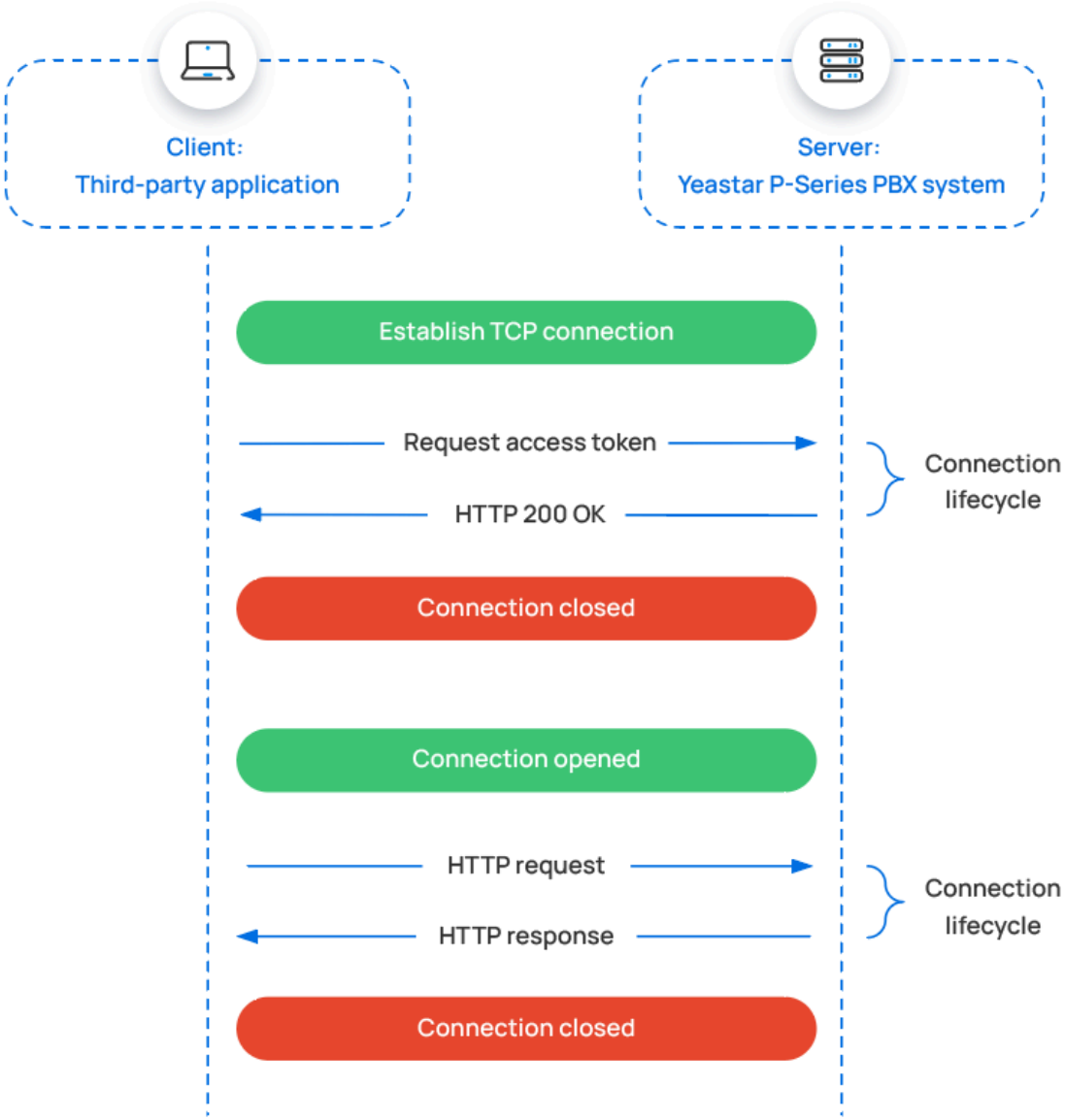
Communication port

The API communication port is the same as the web access port of PBX. By default, the communication ports are HTTPS 8088 and HTTP 80.

API request flow

After a third-party application is connected to Yeastar P-Series PBX System, the third-party application acts as the client, while the PBX acts as the server.

The workflow of the API request is shown below:



Every time the third-party application sends an API request to the PBX, a new TCP connection is established. After the PBX returns a response to the application, the TCP connection is closed.

For the first request, the application needs to send credentials to request for an access token. The PBX verifies the credentials and returns an access token. In the subsequent requests, the application should include the access token in every request for authenticated API calls. The PBX validates the access token and returns a response with requested resources.

Related information

Authorization Rule
Request Structure
Response Result

Request Structure

The request URL consists of several parameters, such as host URL, API version, access token, API endpoint and required parameters. This topic describes the request structure, including request methods and request URL format.

Request example

> **Important:**
> You MUST include a **User-Agent** header with every request that you submit to the Yeastar P-Series PBX System API, so that the PBX can identify your application and respond to the request. For example, `User-Agent: OpenAPI`.

Below is a request example of Edit an Extension.

```
POST /openapi/v1.0/
extension/update?access_token=5SwyByhbSfsNlpI1v4GtHxEDmKsZwzjQ HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI
{
    "id": 60,
    "presence_status":"off_work"
}
```

- `POST` indicates the request method.
- `openapi/v1.0` is the API path that indicates the API version.
- `extension/update` indicates the target API endpoint of Edit an Extension.
- `access_token=5SwyByhbSfsNlpI1v4GtHxEDmKsZwzjQ` is the access token used for authentication.
- `HTTP/1.1` is the Hypertext Transfer Protocol.
- `Host` indicates the IP address or the domain name of Yeastar P-Series PBX System.
- `Content-Type:application/json` indicates the format of request content.
- `id` and `presence_status` are the request parameters of Edit an Extension.

Request methods

Yeastar P-Series PBX System API supports the following request methods:

- GET - to query information or execute delete operations.
- POST - to add an object or execute specific operations.

Request URL format

The request URL format is as follows:

```
{base_url}/{api_path}/{endpoint}?access_token={access_token}
```

> **Note:**
> No access token is needed in the request URL of Get Access Token and Refresh Access Token.

{base_url}

All URLs referenced in the documentation have the following base URL:

```
https://{pbx_ip}:{https_port}
```

You can set the API base URL according to the web access settings on your PBX.

- If the web access protocol of PBX is HTTP, use the following base URL:

  ```
  http://{pbx_ip}:{http_port}
  ```

- If the web access protocol of PBX is HTTPS, use the following base URL:

  ```
  https://{pbx_ip}:{https_port}
  ```

- If you use the Yeastar FQDN for remote API access, use the following base URL:

  ```
  https://{pbx_fqdn_domain}
  ```

  > **Note:**
  > To remotely access API via Yeastar FQDN, you need to configure API remote access. For more information, see Configure Network for Remote API Access by a Yeastar FQDN.

{api_path}

The format of API path is `openapi/{version}`; the *`{version}`* indicates the API version.

All URLs referenced in the documentation use API version v1.0, and the API path is `openapi/v1.0`.

{endpoint}

Endpoint indicates the specific address of API request.

Refer to API Interfaces & Events Summary for all available API endpoints on Yeastar P-Series PBX System.

{access_token}

Access token is used to authenticate API requests. The third-party application should Get Access Token before calling APIs. Each subsequent request requires the access token for authentication.

For detailed API authentication, see Authorization Rule.

Related information

Send a Request to Yeastar P-Series PBX System API with Postman

Response Result

The PBX returns the results in JSON format.

Success response example

A successful response returns a code of `0` and a message of `SUCCESS`. For some API responses, the response also returns relevant parameters. The HTTP status code for a successful response is 200 OK.

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
}
```

Error response example

An error response provides detailed information including error code, error message, and the wrong or duplicated parameter value, which can help developer to quickly address the error, modify the request and try again.

You can check the detailed description of error prompt in Error Code and Error Message.

Error response example – get access token

The response indicates the authentication failure, and the **invalid_param_list** field prompts the wrong parameter – the user name or password is wrong.

```
{
    "errcode": -1,
    "errmsg": "FAILURE",
    "invalid_param_list": [
        {
            "field": "username or password",
            "value": "error"
        }
    ]
}
```

Error response example – add an outbound route

The response indicates the failure caused by parameter error, and the **invalid_param_list** field prompts the wrong parameter – the required parameter `name` is missed.

```
{
    "errcode": 40002,
    "errmsg": "PARAMETER ERROR",
    "invalid_param_list": [
        {
            "field": "name",
            "validation_type": "required"
        }
    ]
}
```

Error response example – add an extension

The response indicates the failure caused by duplicated key value, and the **duplicate_field_-list** field prompts the duplicated field – the email address of the new extension is duplicated with the one of the existing extension 1011.

```
{
    "errcode": 40003,
```

```
    "errmsg": "DUPLICATE KEY VALUE",
    "submsg": "Extension create fail for duplicate fields",
    "duplicate_field_list": [
        {
            "field": "email_addr",
            "value": "example@126.com",
            "external_source": "extension",
            "external_source_name": "1011"
        }
    ]
}
```

Send a Request to Yeastar P-Series PBX System API with Postman

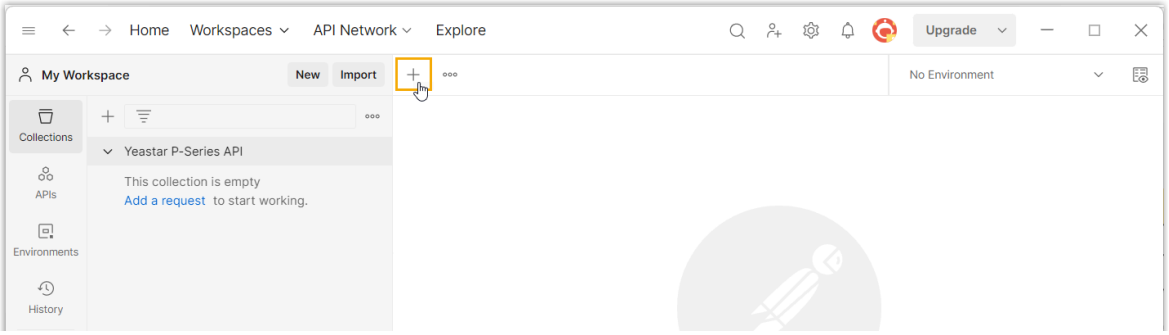
This topic introduces how to send a request to Yeastar P-Series PBX System API using Postman.

Prerequisites

- You have downloaded and installed Postman desktop app.
- You have enabled Yeastar P-Series PBX System API.

Procedure

1. Sign in to Postman.
2. At the top-left corner of the workbench, click + to open a new request tab.



3. Compose and send an API request.

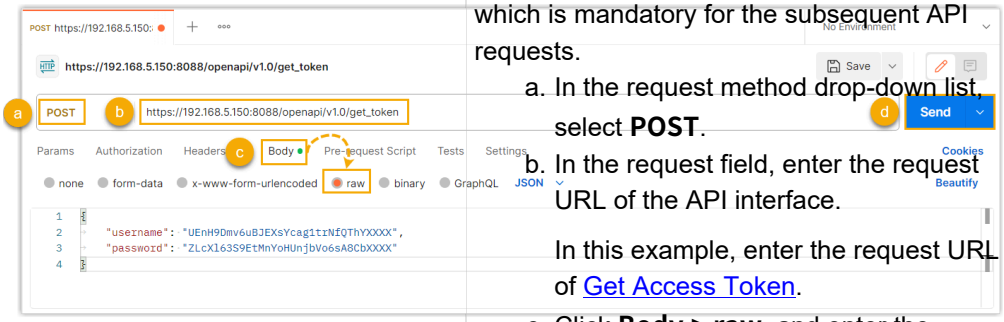
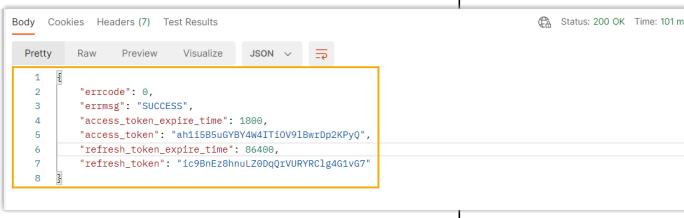
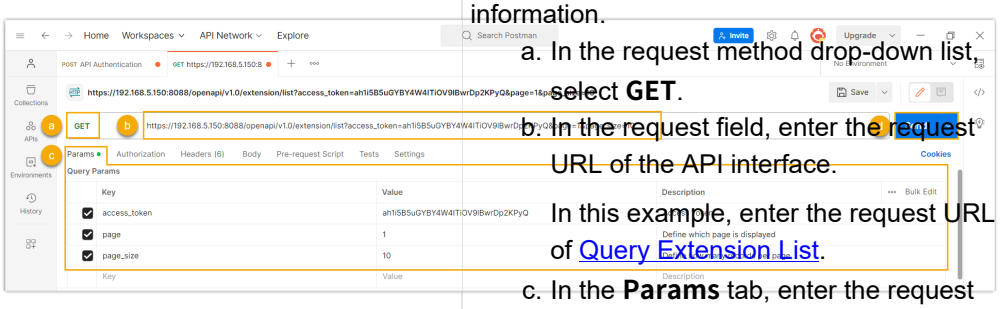
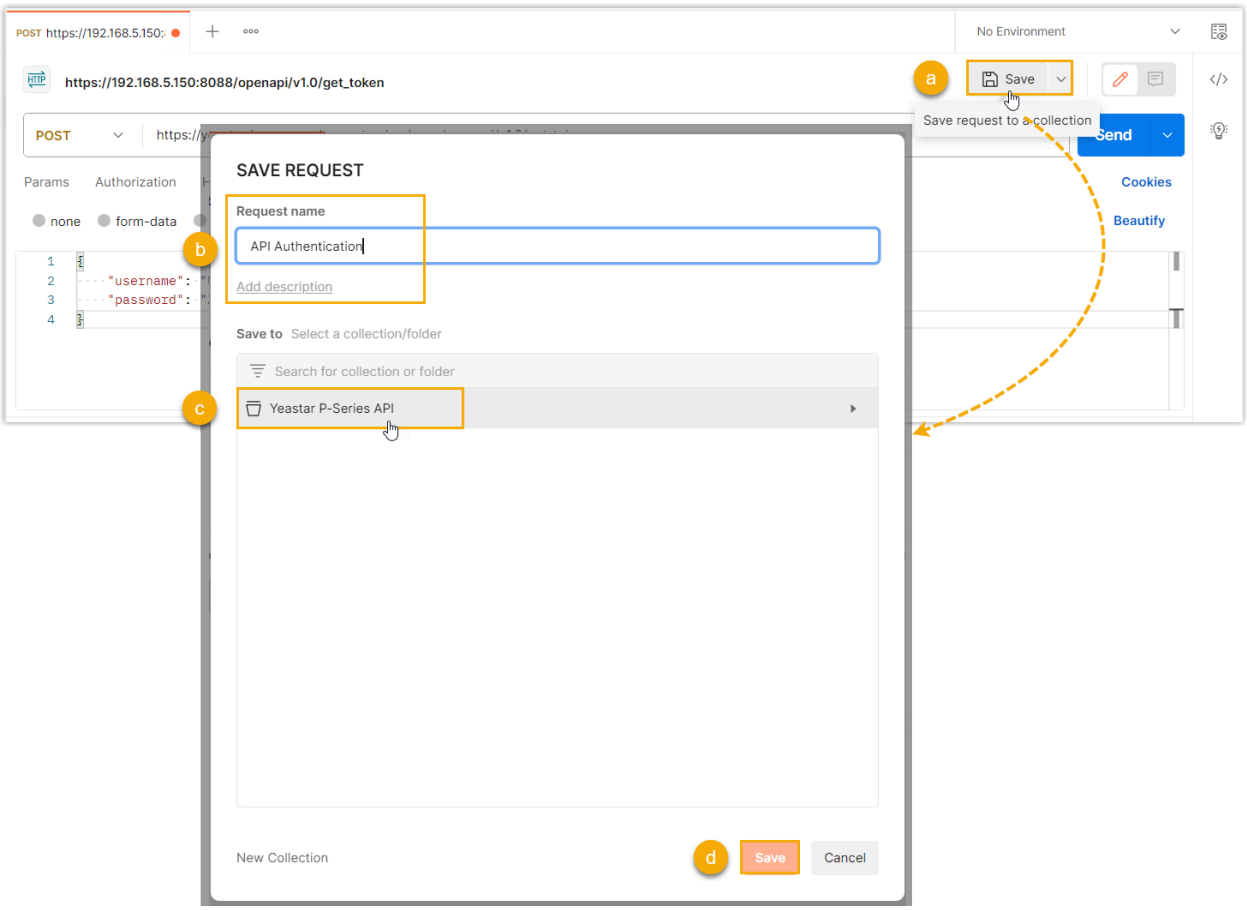
Illustration	Instruction
Figure 1. **Example 1 – POST request: Get an Access Token**  	This example demonstrates how to send a POST request to obtain an access token, which is mandatory for the subsequent API requests. a. In the request method drop-down list, select **POST**. b. In the request field, enter the request URL of the API interface. In this example, enter the request URL of Get Access Token. c. Click **Body > raw**, and enter the request parameters of the API interface. d. Click **Send**. The response is displayed at the bottom of the workbench. In this example, an access token and a refresh token are returned. 
Figure 2. **Example 2 – GET request: Query Extension List**  	This example demonstrates how to send a GET request to obtain the extension list information. a. In the request method drop-down list, select **GET**. b. In the request field, enter the request URL of the API interface. In this example, enter the request URL of Query Extension List. c. In the **Params** tab, enter the request parameters of the API interface. d. Click **Send**. The response is displayed at the bottom of the workbench. In this example, the extension list is returned.

Illustration	Instruction

What to do next

Save the API requests to a collection, so as to better organize and manage the API requests.



Related information

[API Interfaces & Events Summary]

API Event Notifications

API Events Overview

Yeastar P-Series PBX System API events provide comprehensive event-logging and change-tracking to help you monitor the PBX resources. You can choose either WebSocket or Webhook as the event monitoring method and subscribe to desired PBX events as needed, then the Yeastar P-Series PBX System would proactively send event reports to the third-party application once the related event occurs.

WebSocket monitoring

WebSocket is a computer communication protocol that provides a persistent, full-duplex communication between a server and a client over a single TCP connection.

After the third-party application establishes WebSocket connection with Yeastar P-Series PBX System and subscribes to desired events, it will receive event-driven responses without having to poll the PBX for a reply, thus achieving real-time monitoring. For more information, see Monitor Events via WebSocket.

Restriction

- The WebSocket connection expires after **60 seconds**.
  If there is no interaction between the third-party application and PBX for 60 seconds, the WebSocket connection will be automatically disconnected.

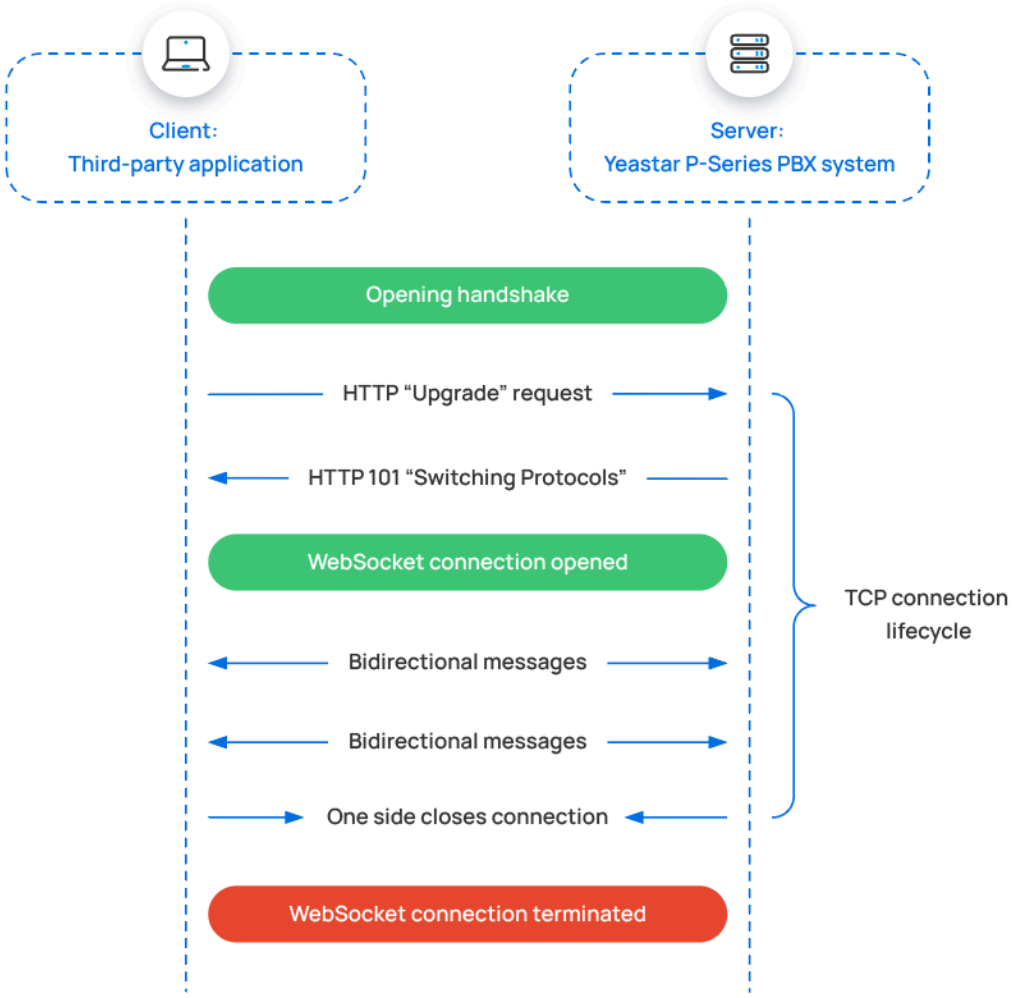
  > **Note:**
  > You can use a heartbeat request to keep the WebSocket connection alive.

- The WebSocket connection establishment requires a valid access token, which will expire after **30 minutes**.

  You will need to get a new access token or refresh the access token to maintain the WebSocket connection.

WebSocket workflow

Data interaction between client (third-party application) and server (Yeastar P-Series PBX System) via WebSocket is shown below:



For the initial handshake, the third-party application sends a request through HTTP to request an upgrade to WebSocket. PBX responds an HTTP status code 101, indicating that the protocol will be switched from HTTP to WebSocket. After a successful upgrade, the communication occurring through this active TCP connection follows the WebSocket Protocol.

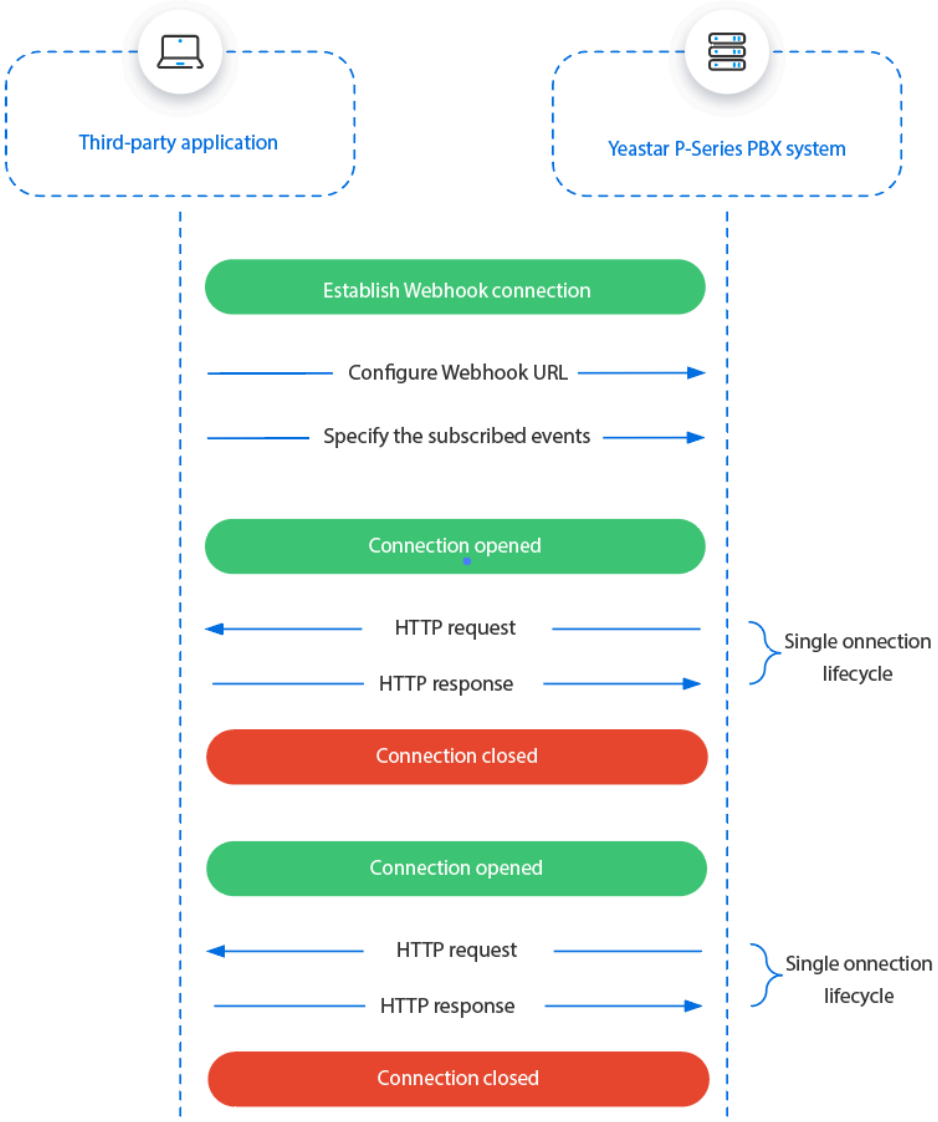
During the connection, both the PBX and the application can send each other messages whenever they wish for the whole duration of the WebSocket connection. If either side closes the connection, the WebSocket connection will be terminated.

Webhook monitoring

Webhook is an HTTP-based callback mechanism, which allows the PBX to actively push notifications to a predefined URL in real-time when specific events occur. For more information, see Monitor Events via Webhook.

Webhook workflow

After configuring the Webhook URL and specifying the subscribed events on the PBX web portal, the PBX will automatically send event details to the third-party application when specified events occur. Every time the PBX sends a event notification, the third-party application should return a successful HTTP response (2xx) to acknowledge successful receipt of the message.



Supported events

Yeastar P-Series PBX System offers a comprehensive set of events to which developers can subscribe. Such events include but is not limited to the followings:

- Status and configuration change of features, including extension, trunk, organization, etc.
- Call status of extensions
- Inbound call notifications
- Call activity details
- Call records
- Satisfaction survey results

You can check the whole set of events in API Event Summary.

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

Monitor Events via WebSocket

To monitor the PBX events in real-time, the third-party application needs to establish a WebSocket connection and subscribe to the desired events. This topic introduces the request commands that are used to create a WebSocket connection and subscribe to events, thus implement instant PBX event monitoring.

Prerequisites

A valid access token is required for establishing a WebSocket connection.

> **Note:**
> You can obtain a new access token using Get Access Token or Refresh Access Token.

Establish a WebSocket connection

First of all, you need to send a request URL to request for establishing a WebSocket connection.

Request URL

To open a WebSocket connection, you need to use the special protocol `ws` or `wss` in the request URL according to the web access settings on your PBX.

- If the web access protocol of PBX is HTTP, use the following request URL:

```
ws://{pbx_ip}:{http_port}/{api_path}/
subscribe?access_token={access_token}
```

- If the web access protocol of PBX is HTTPS, use the following request URL:

```
wss://{pbx_ip}:{https_port}/{api_path}/subscribe?access_token=
{access_token}
```

- If you use the FQDN for remote API access, use the following request URL:

```
wss://{pbx_fqdn_domain}
```

> **Note:**
> To remotely access API via Yeastar FQDN, you need to configure API remote access. For more information, see Configure Network for Remote API Access by a Yeastar FQDN.

Example

Request

```
wss://192.168.5.150:8088/openapi/v1.0/subscribe?access_token=QJZ
DwxIAXBoVrUmeyLiHS3zQXrdynAmh
```

Subscribe to the desired events

Once the connection is established, you need to compose and send messages to subscribe to desired events. In this way, the PBX will automatically report the subscribed events to the third-party application.

Request message

Query the desired event ID in API Event Summary, and compose the event subscription message in the following format:

```
{"topic_list":[eventid1,eventid2,...]}
```

Example

Request

Subscribe to the events of **Call Status Changed** and **New CDR**.

```
{"topic_list":[30011,30012]}
```

Response

```
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

The PBX sends event reports to the third-party application when the call status changes or a call ends.

Keep WebSocket connection alive

For security purpose, if there is no interaction between the third-party application and PBX for 60 seconds, the WebSocket connection will be automatically disconnected.

If you want to maintain a persistent WebSocket connection, use the `heartbeat` request to keep the connection alive.

Request message

```
heartbeat
```

Example

Request

```
heartbeat
```

Response

```
heartbeat response
```

Related information

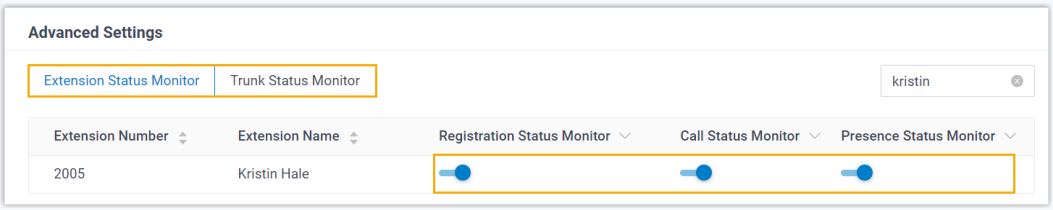
[Monitor WebSocket API Events with Postman]

Monitor WebSocket API Events with Postman

This topic provides an example of capturing call events to demonstrate how to monitor API events of Yeastar P-Series PBX System with Postman.

Prerequisites

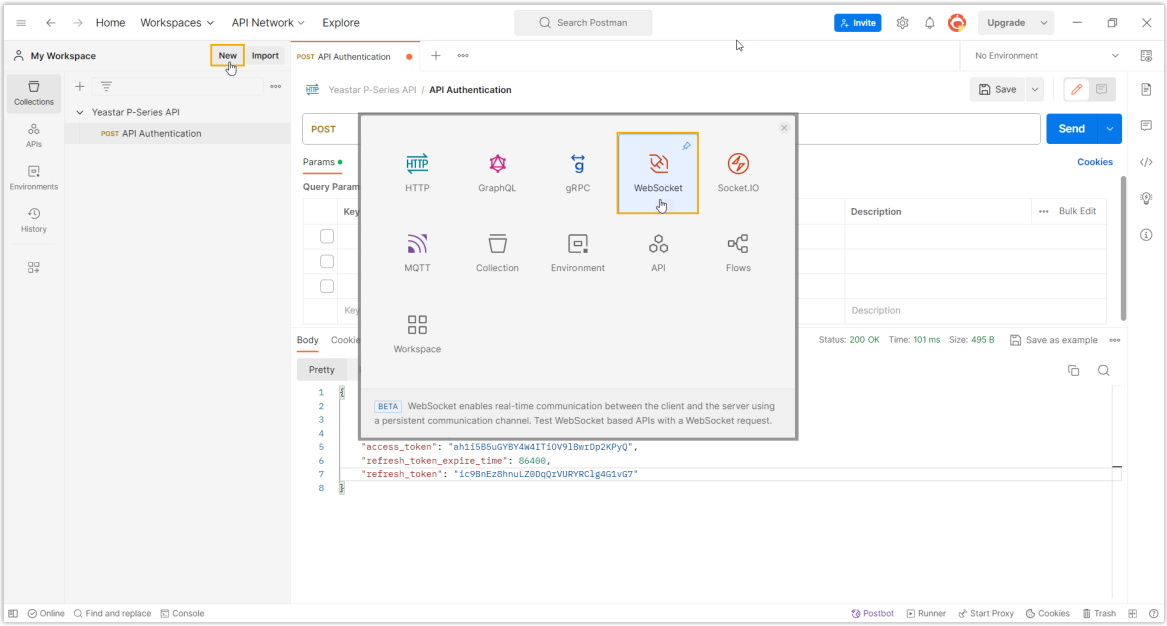
- You have downloaded and installed Postman desktop app.
- You have enabled Yeastar P-Series PBX System API.

> **Note:**
> If you want to monitor extension status or trunk status, make sure that the corresponding monitor settings in the **Advanced Settings** are enabled.
>
> 
>

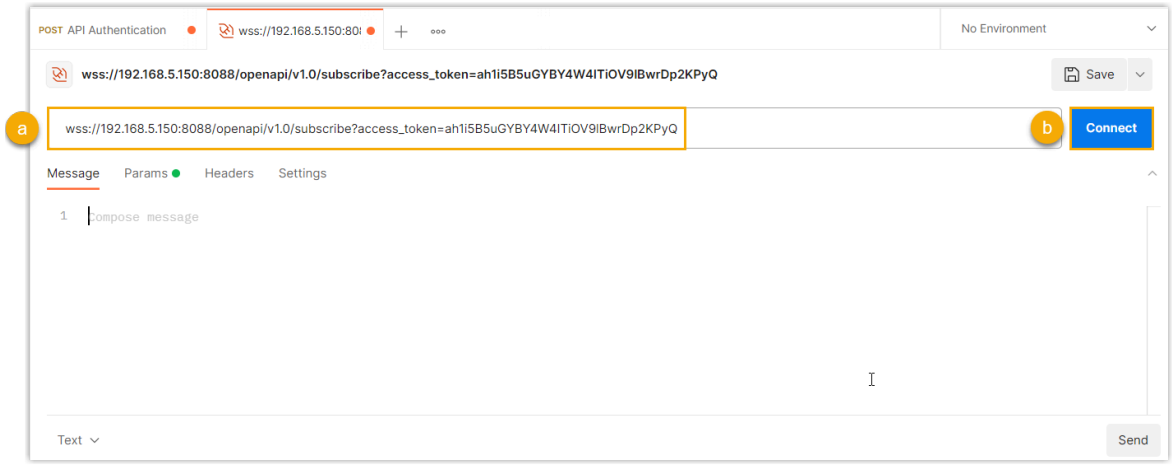
- You have got an access token.

Procedure

1. Sign in to Postman.
2. At the side-bar, click **New > WebSocket** to open a new request tab.



3. Establish a WebSocket connection with Yeastar P-Series PBX System API.



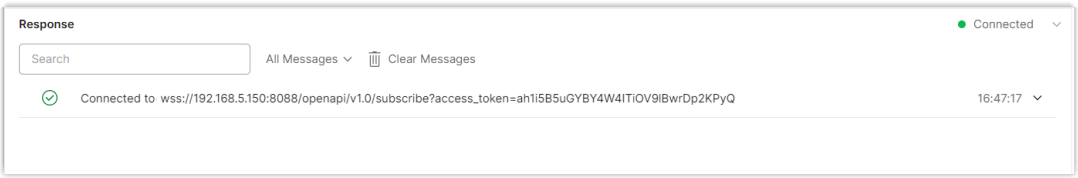
a. In the request field, compose the [WebSocket connection request](#).

   In this example, compose the following request:

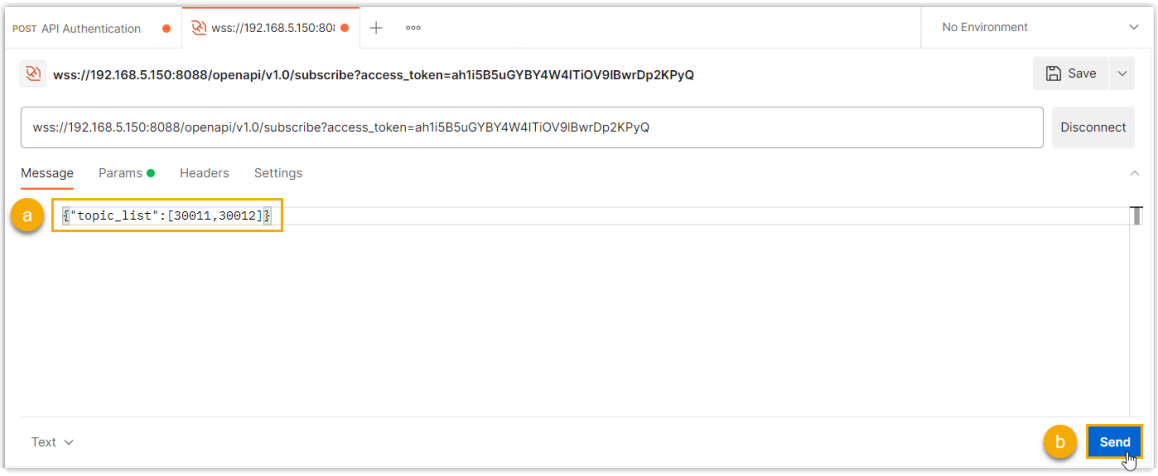
```
wss://192.168.5.150:8088/openapi/v1.0/subscribe?access_token=ah1i
5B5uGYBY4W4ITiOV9lBwrDp2KPyQ
```

b. Click **Connect**.

   The **Response** field returns "Connected", indicating that the WebSocket connection is successfully established.



4. Subscribe to the desired events.



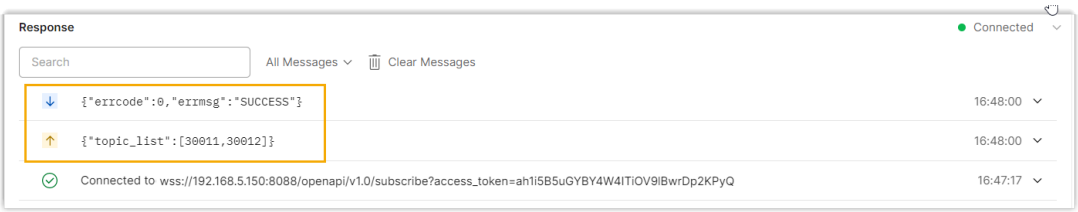
a. Query the desired event ID in API Event Summary, and compose the event subscription message in the **Message** tab.

   In this example, subscribe to the events **(30011) Call Status Changed** and **(30012) New CDR**.

```
{"topic_list":[30011,30012]}
```

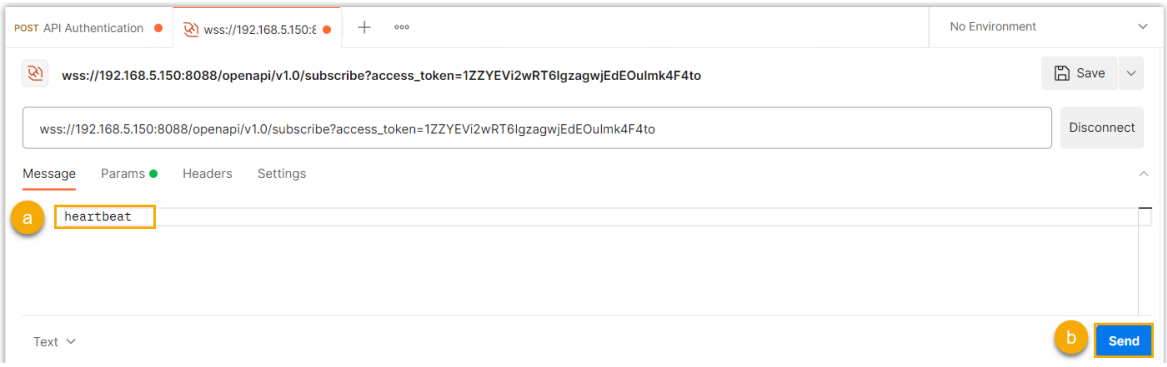
b. Click **Send**.

   The **Response** field returns "SUCCESS", indicating that the event subscription is successful.



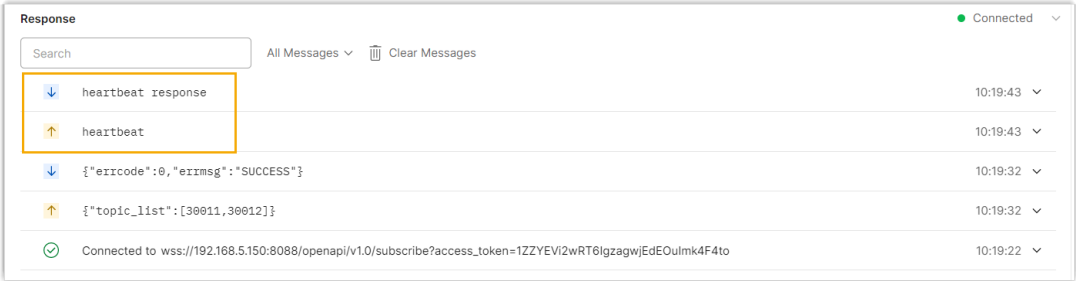
5. Send a heartbeat request at regular intervals to keep the connection alive.

> **Note:**
> If there is no interaction between the Postman and PBX for 60 seconds, the WebSocket connection will be automatically disconnected.



a. In the **Message** tab, enter `heartbeat`.
b. Click **Send**.

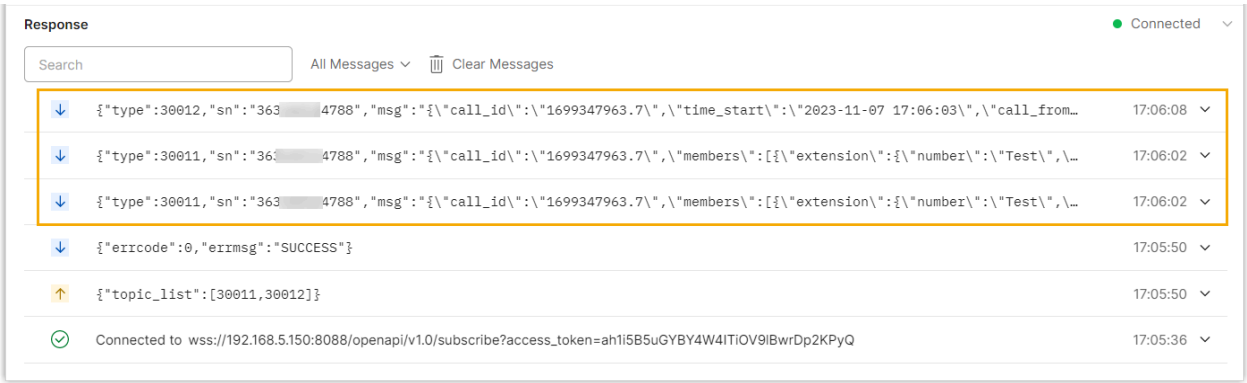
   The **Response** field returns a heartbeat response, indicating that the request is successful.



Result

When a subscribed event occurs, the system automatically sends the event report.

In this example, when the monitored extension receives, answers and ends a call, the system automatically sends the event report of "(30011) Call Status Changed" and "(30012) New CDR".



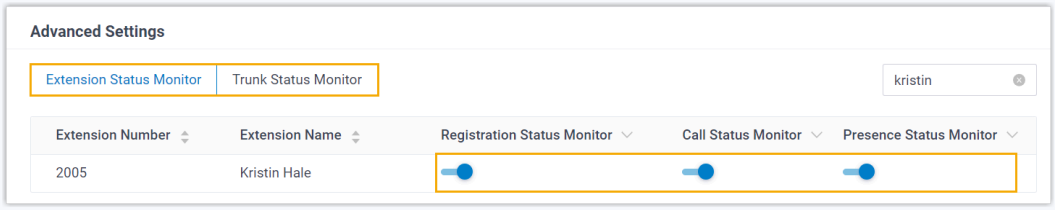
Monitor Events via Webhook

Webhook is an HTTP-based callback mechanism, which allows the PBX to actively push notifications to a predefined URL in real-time when specific events occur. This topic provides an example on how to monitor PBX events via Webhook.

Prerequisites

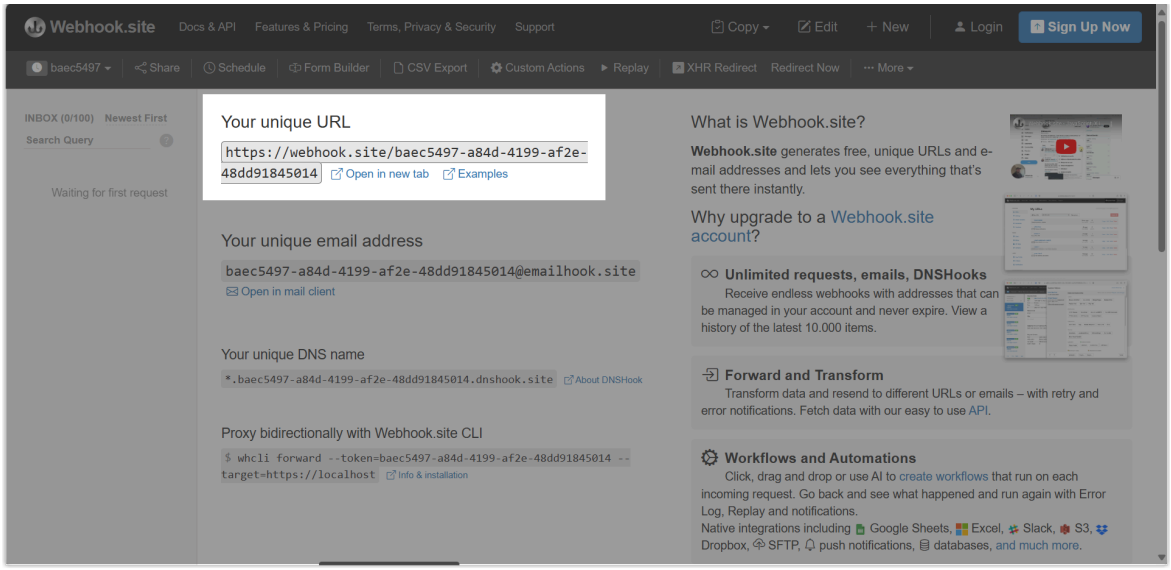
- Ensure that the firmware of Yeastar P-Series PBX System is 37.20.0.21 or later.
- You have enabled Yeastar P-Series PBX System API.

> **Note:**
> If you want to monitor extension status or trunk status, make sure that the corresponding monitor settings in the **Advanced Settings** are enabled.



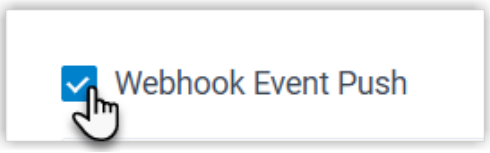
- You have obtained a valid Webhook URL from the third-party application.

  In this example, we will use the URL generated by Webhook.site.



Procedure

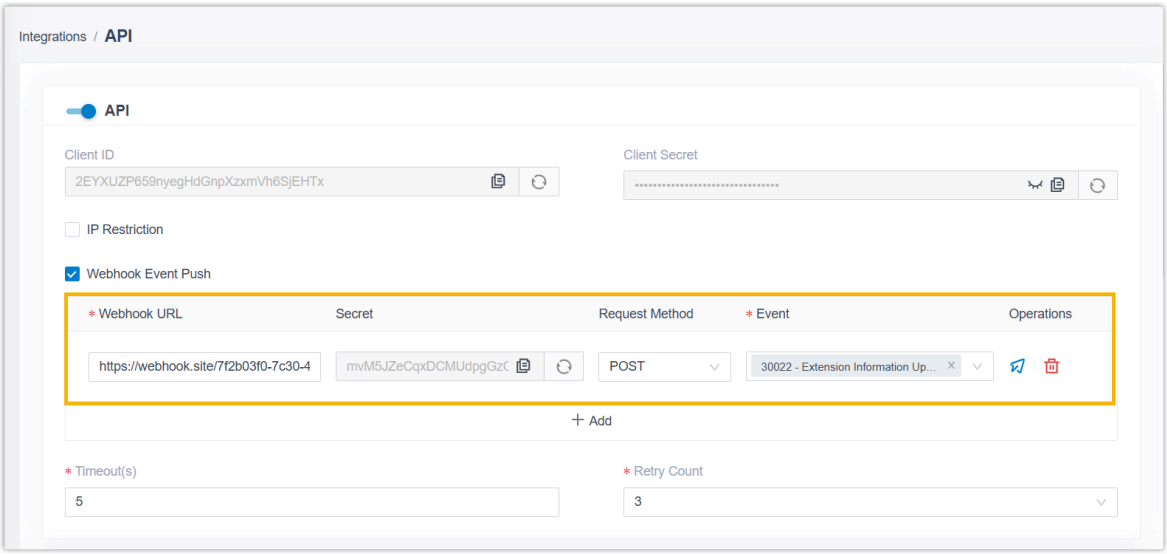
1. Log in to the PBX web portal, go to **Integrations > API**.
2. Select the checkbox of **Webhook Event Push**.



3. Add a Webhook and fill in the Webhook information.

   In this example, a Webhook is added to push events to the URL via a POST request when extension information is updated.

> **Note:**
> Support adding up to 5 Webhooks.



- **Webhook URL**: Enter the Webhook URL, which serves as the event push destination.
- **Secret**: A system-generated 32-character key used to sign Webhook messages. When sending Webhook events, the system includes the generated signature in the `X-Signature` header, which can be used to verify the message's authenticity and integrity.

> **Tip:**
>
> - After receiving a Webhook request, the recipient can compute an HMAC-SHA256 signature of the received raw message body using the key, Base64-encode the result, and compare it with the signature in the `X-Signature` header. If the two match, the message is verified as correct and intact.
> - You can click ⟳ to update it when the key is at risk of being exposed.

- **Request Method**: Select the HTTP request method to be either **GET** or **POST**, based on the requirements of the third-party Webhook URL.
- **Event**: Select the events to monitor.

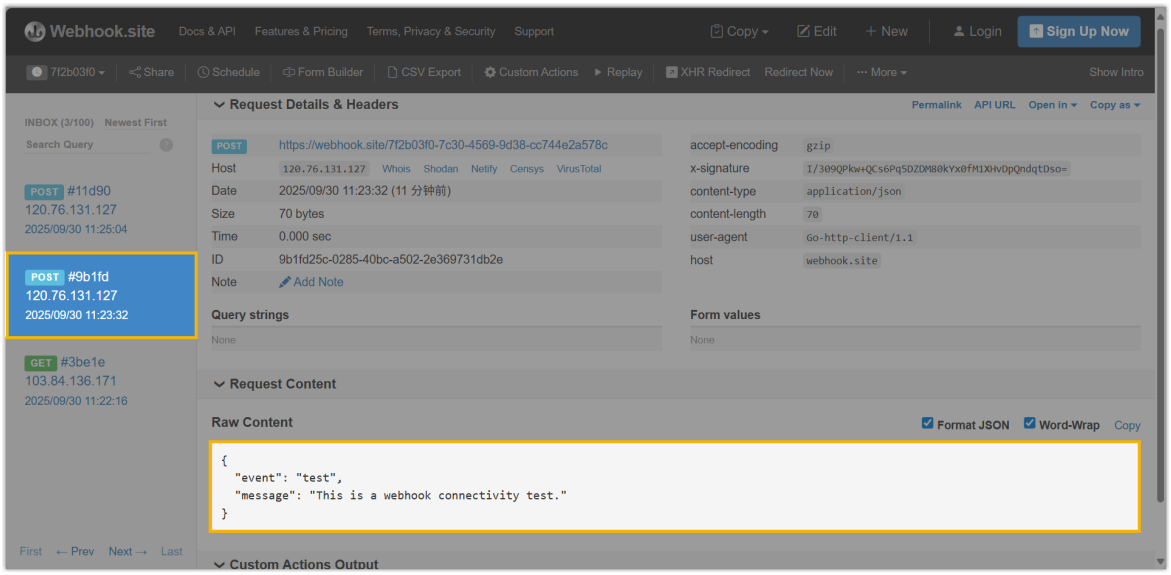
> **Note:**
>
> - Select **All** if you want to subscribe to all events.
> - For more information about the API events, see Events.

4. To verify the Webhook configuration, click in **Operations** to send a test message.

   If the test is successful, the third-party application pointed to by the URL will receive the following message in JSON format:

```
{
    "event": "test",
    "message": "This is a webhook connectivity test."
}
```

   In this example, the Webhook.site received and displayed the test message.



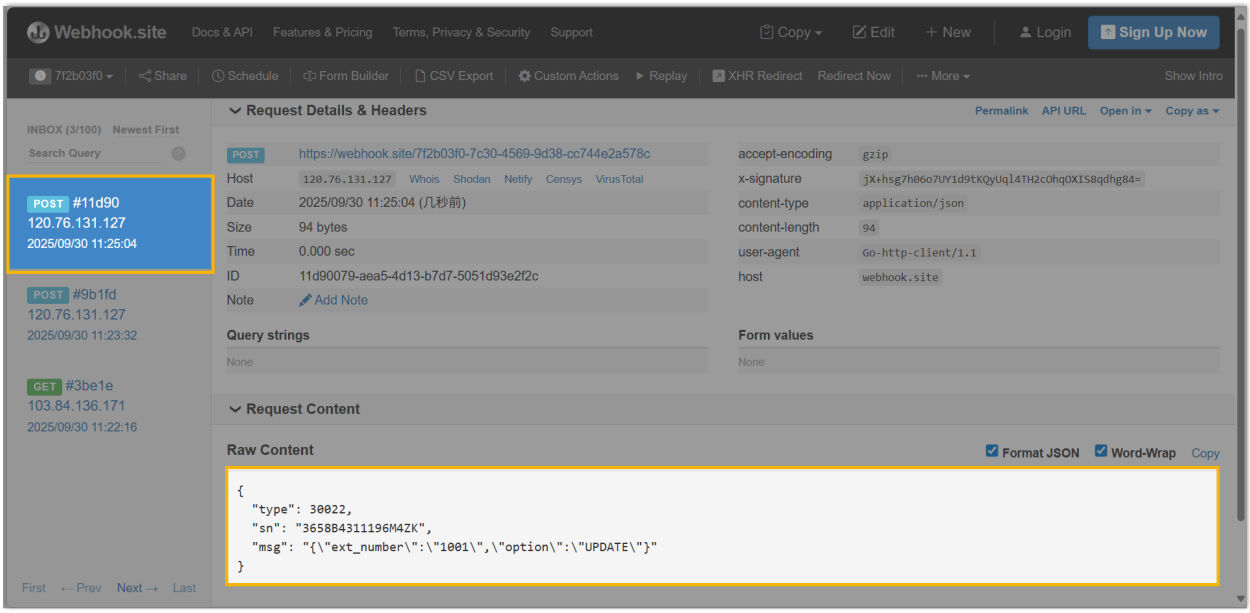
5. In the **Timeout(s)** field, set the maximum time to wait for an HTTP response from the third-party application, with a time range of 3-10 seconds.

   If the third-party application does not return a successful HTTP response (`2xx`) within the specified time, the PBX will resend the request based on the Retry Count setting.
6. In the **Retry Count** drop-down list, select how many times the PBX should resend the request if delivery fails or no successful response is received.
7. Click **Save**.

Result

When a subscribed event occurs, the system automatically sends the event report.

In this example, when the Caller ID of extension 1001 is updated, the system automatically sends the corresponding event report to Webhook URL.



Enable Yeastar P-Series PBX System API

Before establishing a connection between a third-party application and Yeastar P-Series PBX System, you need to enable API feature and configure relevant settings on the PBX.

Procedure

1. Log in to PBX web portal, go to **Integrations > API**.
2. Turn on **API**.

3. **Optional:** Enable the IP Restriction, and add at least one permitted IP address and subnet mask.
   If you set up this option, only the permitted IP address(es) can use the API feature.

> **Note:**
> If you use FQDN for remote API access, when you add permitted IP address(es) in the FQDN **API Access** feature, the IP address(es) will also be added to the API IP allow-list automatically. For more information, see [Configure Network for Remote API Access by a Yeastar FQDN].

4. In the **Advanced Settings** section, enable the status monitor for extensions and trunks as needed.
   a. Go to the **Extension Status Monitor** tab, enable the monitoring feature for extensions.

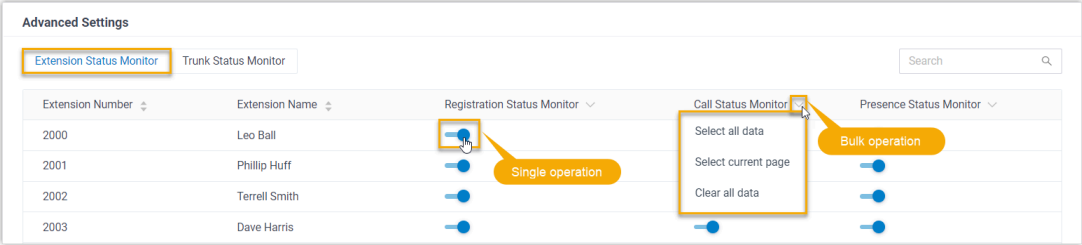


Table 1.

Setting	Description
Registration Status Monitor	If enabled, when the extension registration status is changed, the PBX will send an event report `30007` to the third-party application.
Call Status Monitor	If enabled, when the extension call status is changed, the PBX will send an event report `30008` to the third-party application.
Presence Status Monitor	If enabled, when the extension presence status is changed, the PBX will send an event report `30009` to the third-party application.

   b. Go to the **Trunk Status Monitor** tab, enable the monitoring and inbound call control features for desired trunks.

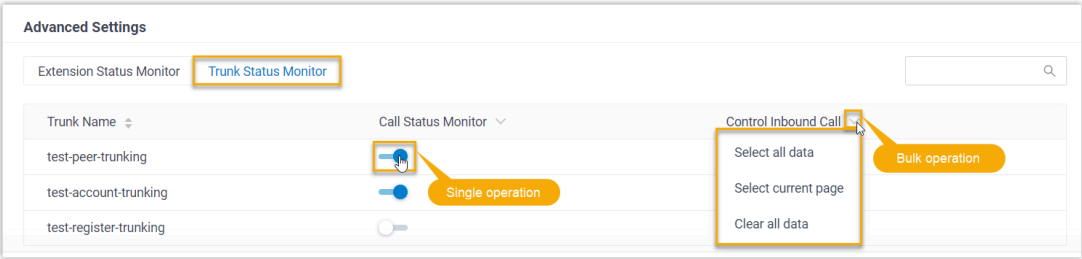


Table 2.

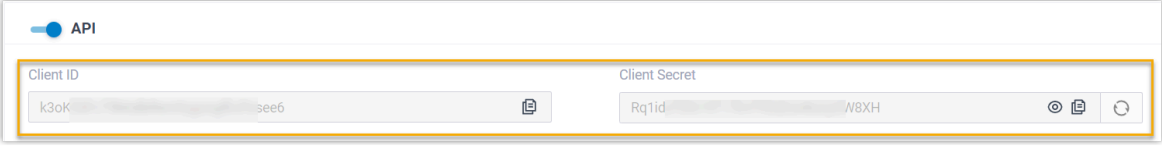
Setting	Description
Call Status Monitor	If enabled, when the trunk registration status is changed, the PBX will send an event report `30010` to the third-party application.
Control Inbound Call	If enabled, when an inbound call comes from the monitored trunk, the followings can be implemented:

Setting	Description
	• The PBX will send an event report `30016` to the third-party application. • The third-party application can use the API interfaces to control the inbound calls, including accept and refuse inbound calls.

5. Click **Save**.

What to do next

1. Obtain the **Client ID** and **Client Secret** from the PBX, and use the credentials to request for the API access token. For more information, see Get Access Token.



2. Use the access token to send requests and monitor API events for seamless integration.

   This guide provides examples for sending requests and monitoring API events via Postman. For more information, see the following topics:

   - Send a Request to Yeastar P-Series PBX System API with Postman
   - Monitor WebSocket API Events with Postman

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

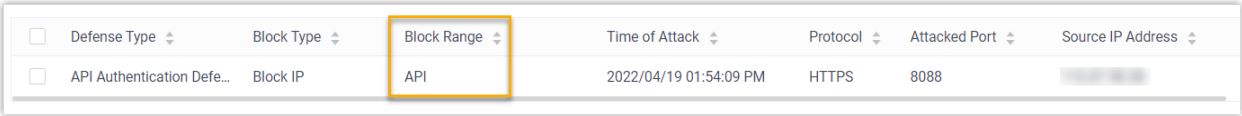
Remove Blocked API IP Addresses

If a third-party application exceeds the allowed API authentication failure attempts, Yeastar P-Series PBX System will block the IP address. If it is a trusted IP address, you can remove it from the Blocked IP address list on the PBX.

Background information

For security purpose, if a third-party application fails in API authentication for 5 times consecutively, the IP address of the third-party application will be automatically added into the

IP blocklist of the PBX. As a result, the system will restrict the IP from requesting for API authentication again.

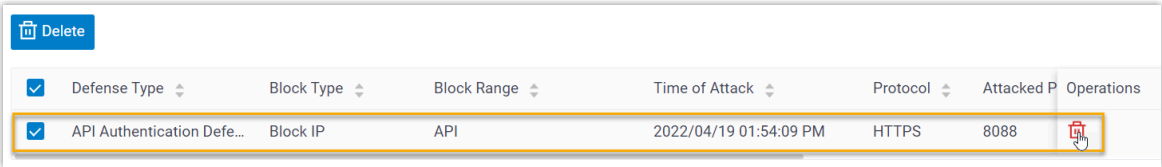


In addition, the system will send an event notification **API Authentication Blocked Out** to inform contacts concerned.

If the IP address is trusted, you can remove it from the IP blocklist of the PBX.

Procedure

1. Log in to PBX web portal, go to **Security > Security Rules**, click the **Blocked IPs** tab.
2. In the **Blocked IPs** list, select the desired IP address, and click .



3. In the pop-up dialog box, click **OK**.

Result

The IP address is allowed to send API authentication request to the PBX again.

API References

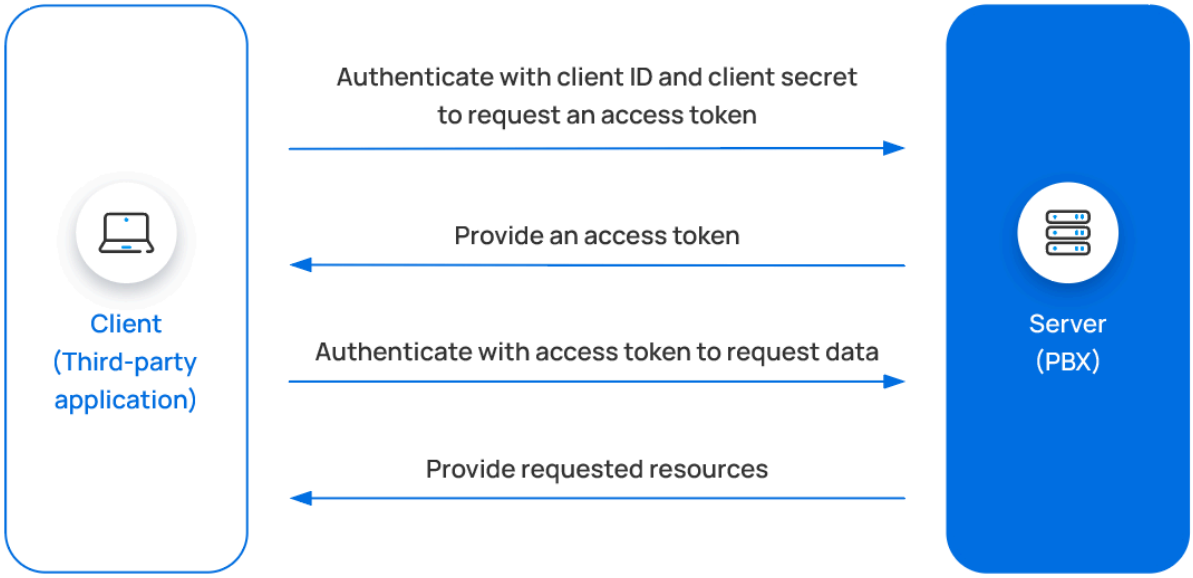
API Authentication

Authorization Rule

Yeastar P-Series PBX System API uses the OAuth 2.0 protocol for authentication and authorization. This topic introduces the authorization process and the token expiration time.

Authorization process

The process that a third-party application accesses the Yeastar P-Series PBX System API using OAuth 2.0 is shown below.



1. **Third-party application authenticates with credentials to request an access token**.

   After an application obtains credentials (**Client ID** and **Client Secret**) from the PBX web portal (**Path**: **Integrations > API**), the application sends the credentials to request an access token.
2. **PBX provides an access token**.

   The PBX validates the Client ID and Client Secret, and responds with an access token.

3. **Third-party application uses the access token to call an API**.

   The third-party application sends API requests carrying the obtained access token to make authenticated API calls.
4. **PBX provides requested resources**.

   The PBX authenticates the access token and returns the requested data.
5. **Refresh the access token if necessary**.

   The access token expires after 30 minutes. You can refresh access token to obtain a new access token for API calls.

Token expiration

The access token expires after **30 minutes**, and the refresh token expires after **24 hours**. The third-party application can use Refresh Access Token to update the tokens, or use the Get Access Token to request new access token and refresh token.

Get Access Token

Access Token is used to verify an authenticated API call. The third-party application needs to request for an access token and carry the access token in every request to access the API.

Restriction

Each third-party application is limited to **8** valid access tokens simultaneously.

> **Note:**
> Once the limit is reached, a new token can only be obtained after an existing token expires (30-minute) or is actively revoked.

Prerequisites

You have enabled the **API** feature on the Yeastar P-Series PBX System. For more information, see Enable Yeastar P-Series PBX System API.

Request URL

```
POST {base_url}/{api_path}/get_token
```

Request Parameters

> **Important:**
> You MUST include a **User-Agent** header with every request that you submit to the Yeastar P-Series PBX System API, so that the PBX can identify your application and respond to the request. For example, `User-Agent: OpenAPI`.

Parameter	Required	Type	Description
username	Yes	String	User name. You can obtain the username from the **Client ID** on PBX web portal.
password	Yes	String	Password. You can obtain the password from the **Client Secret** on PBX web portal.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
access_token_expire_time	Integer	Access token expire time. (**Unit**: second)
access_token	String	Credential of calling API interfaces. All requests to call API interfaces must carry an access token.
refresh_token_expire_time	Integer	Refresh token expire time. (**Unit**: second)
refresh_token	String	Refresh token.

Parameter	Type	Description
		`refresh_token` can be used to obtain new `access_token` and `refresh_token`.

Examples

Request example

```
POST /openapi/v1.0/get_token
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI
{
 "username": "UEnH9Dmv6uBJEXsYcag1trNfQThYXXXX",
 "password": "ZLcXl63S9EtMnYoHUnjbVo6sA8CbXXXX"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "access_token_expire_time": 1800,
    "access_token": "EXZMpZAO86mbrKm6rFtgeb3rfcpC9uqS",
    "refresh_token_expire_time": 86400,
    "refresh_token": "SCduGecwbG9jIusiS8FxFUVn3kf0Q9R8"
}
```

Refresh Access Token

Access token expires after 30 minutes. To ensure communication between PBX and third-party application, you need to call this interface to update the access token.

Request URL

```
POST {base_url}/{api_path}/refresh_token
```

Request Parameters

Parameter	Required	Type	Description
refresh_token	Yes	String	The latest `refresh_token` value.

Response Parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
access_token_expire_time	Integer	Access token expire time. (**Unit**: second)
access_token	String	New access token.
refresh_token_expire_time	Integer	Refresh token expire time. (**Unit**: second)
refresh_token	String	New refresh token.

Examples

Request example

```
POST /openapi/v1.0/refresh_token
Host: 192.168.5.150:8088
Content-Type: application/json

{
 "refresh_token": "SCduGecwbG9jIusiS8FxFUVn3kf0Q9R8"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "access_token_expire_time": 1800,
    "access_token": "4JkX5GQObeL9MGcPZDN4o4Ecv114Jo1e",
```

```
    "refresh_token_expire_time": 86400,
    "refresh_token": "fTyEpc1OTDU2vckJauWL6uBRasYYpbKU"
}
```

Revoke Access Token

In some cases, e.g. the access token is compromised, third-party application is required to revoke the access token to invalidate it. A revoked token will no longer be available for authorization.

Request URL

```
GET {base_url}/{api_path}/del_token?access_token={access_token}
```

Request Parameters

No request parameters. Send the request URL directly to revoke the access token.

Response Parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /openapi/v1.0/del_token?access_token=0OPU6QwU1phKcYMzntmmLrn1SNvGeNJt
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Feature Configuration APIs

System

Query PBX Information

Query PBX information, such as model, firmware version, uptime, etc.

Request URL

```
GET {base_url}/{api_path}/system/information?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query PBX information.

Response parameters

Table 3.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Table 3. (continued)

Parameter	Type	Description
		• `FAILURE`: Failed.
data	Object<Device_Info>	The detailed information of the PBX.

Device_Info

Table 4.

Parameter	Type	Description
device_name	String	Device name.
model_name	String	Product model.
sn	String	Product serial number.
hardware_version	String	Hardware version.
firmware_version	String	Firmware version.
system_time	String	System time.
up_time	Integer	System uptime. (**Unit**: Second)
system_date_format	String	The date display format of the system time.
system_time_format	String	The time display format of the system time.
timestamp	Integer	The timestamp of the current system time (**Unit**: Second).

Examples

Request example

```
GET /
openapi/v1.0/system/information?access_token=gwakjgu9ZBUfz36wql4ndsVKkryI0k
dj
Host: 192.168.5.150:8088
```

Response example

```
{
    "errcode": 0,
    "errmsg": "SUCCESS",
```

```
    "data": {
        "device_name": "PBX",
        "model_name": "Yeastar P550",
        "sn": "3631A2124XXX",
        "hardware_version": "V1.00 0000-0000",
        "firmware_version": "X.7.0.16",
        "system_time": "2025/08/22 16:44:40",
        "up_time": 24852,
        "system_date_format": "YYYY/MM/DD",
        "system_time_format": "hh:mm:ss",
        "timestamp": 1755852280
    }
}
```

Query PBX capacity

Query the capacity of PBX, including the number of extensions and concurrent calls.

Request URL

```
GET {base_url}/{api_path}/system/capacity?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query PBX capacity.

Response parameters

Table 5.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Table 5. (continued)

Parameter	Type	Description
		• `FAILURE`: Failed.
data	Object<Device_Capacity>	The PBX capacity.

Device_Capacity

Table 6.

Parameter	Type	Description
extension_capacity	Integer	The maximum number of extensions.
extension_used	Integer	The number of extensions used.
cc_capacity	Integer	The maximum number of concurrent calls.
cc_used	Integer	The number of concurrent calls used.

Examples

Request example

```
GET /
openapi/v1.0/system/capacity?access_token=tmZCgLHfy9a2qpFthxdGfa0Xr6v3D63C
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "extension_capacity": 50,
        "extension_used": 10,
        "cc_capacity": 25,
        "cc_used": 0
    }
}
```

Get Menu Options

Query the menu option details when creating and updating features.

Background information

When creating and updating features, you can use the interface to query the menu options of desired features. The interface supports to query the option details (ID, name, or type) of specific features including FXS channel, extension, extension group, organization, trunk, user role, phonebook, group voicemail, IVR, call flow, ring group, queue, queue agent, conference, PIN list, system prompt, custom prompt, etc.

Request URL

```
GET {base_url}/{api_path}/system/get_menuoptions?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
menu	Yes	String	The menu that you want to query. **Valid value**: • `fxs`: FXS channel. • `extension`: Extension. • `ext_group`: Extension group. • `org_list`: Organization list. • `trunk`: Trunk. • `role`: User role. • `phonebook`: Phonebook. • `group_vm`: Group voicemail. • `ivr`: IVR. • `call_flow`: Call flow. • `ring_group`: Ring group. • `queue`: Queue. • `queue_agent`: Queue agent. • `conference`: Conference. • `pinset`: PIN list. • `system_prompt`: System prompt. • `custom_prompt`: Custom prompt. • `paging_custom_prompt`: Custom prompts available for paging group. • `disposition_code`: Call disposition code. • `message_channel`: Message channel. • `message_queue`: Message queue. • `trunk_did_id`: The ID of DID number.
id	No	Integer	The unique ID of the queue.

Parameter	Required	Type	Description
			Note: This parameter is required when querying the agents included in a queue.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Options>	The information of the menu options.

Options

Parameter	Type	Description
text	String	The name of the menu options.
value	String	The ID of the menu options. For example, when the menu is **trunk**, the `value` displays the trunk ID.
type	String	The type of the menu options. For example, when the menu is **trunk**, the `type` displays the trunk type.
item	Array<Sub_Org>	The information of the sub-organization. **Note:** This parameter is returned only when querying organization list.

Sub_Org

Parameter	Type	Description
text	String	The name of the sub-organization.
value	String	The ID of the sub-organization.

Examples

- Example 1: Query the menu options of user role.

Request example

```
GET /
openapi/v1.0/system/get_menuoptions?access_token=ImvFJSbT9DUi9iQpssHgI
lQgC2pb5ZHB&menu=role
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "text": "None",
            "value": "0"
        },
        {
            "text": "Administrator",
            "value": "1"
        },
        {
            "text": "Supervisor",
            "value": "2"
        },
        {
            "text": "Operator",
            "value": "3"
        },
        {
            "text": "Employee",
            "value": "4"
        },
        {
```

```
            "text": "Human Resource",
            "value": "5"
        },
        {
            "text": "Accounting",
            "value": "6"
        }
    ]
}
```

- Example 2: Query the menu options of organization.

Request example

```
GET /
openapi/v1.0/system/get_menuoptions?access_token=sIqNaNz22Ph0HKLp25m1a
YJJVUbhHyOP&menu=org_list HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "text": "Yeastar",
            "value": "1",
            "item": [
                {
                    "text": "Tech support",
                    "value": "2"
                },
                {
                    "text": "Sales",
                    "value": "3"
                }
            ]
        }
    ]
}
```

Send an Email

Send an email to the specified email address.

Request URL

```
POST {base_url}/{api_path}/system/sendemail?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
email_server	Yes	String	The email server to send emails. **Valid values**: • `follow_system`: Follow System • `ys`: Yeastar SMTP Server • `custom`: Custom Email Server
recipient	No	Array<String>	Recipient email address.
cc	No	Array<String>	Carbon Copy (CC) email address.
bcc	No	Array<String>	Blind Carbon Copy (BCC) email address.
subject	No	String	The subject of the email.
body	No	String	The body content of the email.
attachments	No	Array<String>	Email attachments. **Valid value**: Absolute path to the files stored in the PBX's local storage. E.g. `/ysdisk/syslog/pbxlog.log`.
force_attach	No	Integer	Whether emails should be sent only when an attachment is included. **Valid value**: • `0`: Disable • `1`: Enable

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/system/sendemail?access_token=n9lRd1ejSkrkc8AukPxYXTUt3wz5p7a2
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "email_server": "ys",
  "recipient": [
    "leo@yeastar.com",
    "dave@yeastar.com"
  ],
  "cc": [
    "test@yeastar.com"
  ],
  "bcc": [
    "demo@yeastar.com"
  ],
  "subject": "API Test",
  "body": "This is API Test",
  "attachments": [
    "/ysdisk/syslog/pbxlog.log"
  ],
  "force_attach": 0
}
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Extension

Query Extension List

Query basic information of PBX extension, such as extension number, extension status, extension type, extension name, etc.

Request URL

```
GET {base_url}/{api_path}/extension/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `number` • `caller_id_name` • `email_addr` • `mobile_number` • `presence_status`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of extensions.
data	Array<Ext_Basicinfo>	The basic information of the extension.

Ext_Basicinfo

Parameter	Type	Description
id	Integer	Extension ID.
online_status	Object<Online_Status>	Extension Online Status on the following endpoints. • `fxs_phone`: FXS phone. • `sip_phone`: SIP endpoint. • `linkus_desktop`: Linkus Desktop Client. • `linkus_mobile`: Linkus Mobile Client. • `linkus_web`: Linkus Web Client.
presence_status	String	Default extension presence. • `available`: Available. • `away`: Away. • `business_trip`: Business Trip. • `do_not_disturb`: Do Not Disturb (DND). • `lunch`: Lunch Break. • `off_work`: Off Work.
custom_presence_status	String	Custom extension presence.
number	String	Extension Number.

Parameter	Type	Description
caller_id_name	String	Caller ID Name.
role_name	String	User Role.
email_addr	String	Email Address.
mobile_number	String	Mobile Number.

Online_Status

Parameter	Type	Description
status	Integer	The extension online status on the endpoint (expect for SIP endpoint). **Note:** The extension online status on **SIP endpoint** is returned in the `status_list` parameter. • `0`: Offline. • `1`: Online.
ext_dev_type	String	The type of online devices. • `fxs`: FXS phone. • `sip`: SIP endpoint. • `linkusdesktop`: Linkus Desktop Client. • `linkusmobile`: Linkus Mobile Client. • `linkusweb`: Linkus Web Client.
status_list	Array<Status_List>	The extension online status on SIP endpoint. **Note:** This parameter is only returned when the extension is registered on an SIP endpoint.

Status_List

Parameter	Type	Description
status	Integer	The extension online status on the SIP endpoint. • `0`: Offline. • `1`: Online.
ip	String	The IP address and SIP port of the SIP endpoint. For example, `192.168.28.190:5060`.
linkus_dev_type	String	The type of online Linkus Mobile Client and Linkus Pad Client (SDK). • `ios`: Linkus Mobile Client for iOS. • `android`: Linkus Mobile Client for Android. • `ipad`: Linkus Pad Client (SDK) for iOS. • `pad`: Linkus Pad Client (SDK) for Android.

Examples

Request example

```
GET /
openapi/v1.0/extension/list?page=1&page_size=4&sort_by=number&order_by=asc&
access_token=IqJch3aPGM68rpf3D3C10Mf2t7BiYeSo
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 12,
    "data": [
        {
            "id": 238,
            "online_status": {
                "fxs_phone": {
                    "status": 0
                },
                "sip_phone": {
                    "status": 0,
```

```
                    "ext_dev_type": "sip",                  //Extension
2000 is registered on a SIP device.
                    "status_list": [
                        {
                            "status": 1,                    //Extension
online status on the SIP device
                            "ip": "192.168.28.190:5060"     //IP address
and SIP port of the SIP device
                        }
                    ]
                },
                "linkus_desktop": {
                    "status": 0
                },
                "linkus_mobile": {
                    "status": 0
                },
                "linkus_web": {
                    "status": 0
                }
            },
            "presence_status": "available",
            "number": "2000",
            "caller_id_name": "Leo Ball",
            "role_name": "Administrator",
            "email_addr": "leo@sample.com",
            "custom_presence_status": "lunch"
        },
        {
            "id": 223,
            "online_status": {
                "fxs_phone": {
                    "status": 0
                },
                "sip_phone": {
                    "status": 0
                },
                "linkus_desktop": {                         //Extension
2001 is logged in to Linkus Desktop Client.
                    "status": 1,
                    "ext_dev_type": "linkusdesktop"
                },
                "linkus_mobile": {
                    "status": 0
                },
```

```
                "linkus_web": {
                    "status": 0
                }
            },
            "presence_status": "away",
            "number": "2001",
            "caller_id_name": "Phillip Huff",
            "role_name": "Administrator",
            "email_addr": "philip@sample.com",
            "custom_presence_status": "Available (Work)"
        },
        {
            "id": 227,
            "online_status": {
                "fxs_phone": {
                    "status": 0
                },
                "sip_phone": {
                    "status": 0,
                    "ext_dev_type": "sip"
                },
                "linkus_desktop": {
                    "status": 0
                },
                "linkus_mobile": {                          //Extension
2002 is logged in to Linkus Mobile Client.
                    "status": 1,
                    "ext_dev_type": "linkusmobile",
                    "status_list": [
                        {
                            "status": 1,
                            "ip": "112.48.22.71",
                            "linkus_dev_type": "android"
                        }
                    ]
                },
                "linkus_web": {
                    "status": 0,
                    "ext_dev_type": "linkusweb"
                }
            },
            "presence_status": "business_trip",
            "number": "2002",
            "caller_id_name": "Terrell Smith",
            "role_name": "Administrator",
```

```
            "email_addr": "terrell@sample.com",
            "mobile_number": "15880123456",
            "custom_presence_status": "Business Trip"
        },
        {
            "id": 229,
            "online_status": {
                "fxs_phone": {
                    "status": 0
                },
                "sip_phone": {
                    "status": 0,
                    "ext_dev_type": "sip"
                },
                "linkus_desktop": {
                    "status": 0
                },
                "linkus_mobile": {
                    "status": 0
                },
                "linkus_web": {                             //Extension
 2003 is logged in to Linkus Web Client.
                    "status": 1,
                    "ext_dev_type": "linkusweb"
                }
            },
            "presence_status": "do_not_disturb",
            "number": "2003",
            "caller_id_name": "Dave Haris",
            "email_addr": "dave@sample.com",
            "mobile_number": "13600930000",
            "custom_presence_status": "Do Not Disturb"
        }
    ]
}
```


Search Specific Extensions

Search specific extensions from the extension list.

Request URL

```
GET {base_url}/{api_path}/extension/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	String	Define which page is displayed.
page_size	No	String	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `number` • `caller_id_name` • `email_addr` • `mobile_number` • `presence_status`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total of the searched extensions.
data	Array<Ext_Basicinfo>	The basic information of the extension.

Ext_Basicinfo

Parameter	Type	Description
id	Integer	Extension ID.
online_status	Object<Online_Status>	Extension Online Status on the following endpoints. • `fxs_phone`: FXS phone. • `sip_phone`: SIP endpoint. • `linkus_desktop`: Linkus Desktop Client. • `linkus_mobile`: Linkus Mobile Client. • `linkus_web`: Linkus Web Client.
presence_status	String	Default extension presence. • `available`: Available. • `away`: Away. • `business_trip`: Business Trip. • `do_not_disturb`: Do Not Disturb (DND). • `lunch`: Lunch Break. • `off_work`: Off Work.
custom_presence_status	String	Custom extension presence.
number	String	Extension Number.
caller_id_name	String	Caller ID Name.
role_name	String	User Role.
email_addr	String	Email Address.
mobile_number	String	Mobile Number.

Online_Status

Parameter	Type	Description
status	Integer	The extension online status on the endpoint (expect for SIP endpoint). **Note:** The extension online status on **SIP endpoint** is returned in the `status_list` parameter.

Parameter	Type	Description
		• `0`: Offline. • `1`: Online.
ext_dev_type	String	The type of online devices. • `fxs`: FXS phone. • `sip`: SIP endpoint. • `linkusdesktop`: Linkus Desktop Client. • `linkusmobile`: Linkus Mobile Client. • `linkusweb`: Linkus Web Client.
status_list	Array<Status_List>	The extension online status on SIP endpoint. **Note:** This parameter is only returned when the extension is registered on an SIP endpoint.

Status_List

Parameter	Type	Description
status	Integer	The extension online status on the SIP endpoint. • `0`: Offline. • `1`: Online.
ip	String	The IP address and SIP port of the SIP endpoint. For example, `192.168.28.190:5060`.
linkus_dev_type	String	The type of online Linkus Mobile Client and Linkus Pad Client (SDK). • `ios`: Linkus Mobile Client for iOS. • `android`: Linkus Mobile Client for Android. • `ipad`: Linkus Pad Client (SDK) for iOS. • `pad`: Linkus Pad Client (SDK) for Android.

Examples

Request example

Search for extension 2000 from the extension list.

```
GET /
openapi/v1.0/extension/search?order_by=asc&search_value=2000&access_token=W
oAp9s3hYXSWgD5ZdOAhpGNvgnl8SufF HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 238,
            "online_status": {
                "fxs_phone": {
                    "status": 0
                },
                "sip_phone": {
                    "status": 0,
                    "ext_dev_type": "sip",                 //Extension 2000
 is registered on a SIP device.
                    "status_list": [
                        {
                            "status": 1,                  //Extension
 online status on the SIP device
                            "ip": "192.168.28.190:5060"   //IP address and
 SIP port of the SIP device
                        }
                    ]
                },
                "linkus_desktop": {
                    "status": 0
                },
                "linkus_mobile": {
                    "status": 1,
                    "ext_dev_type": "linkusmobile",
                    "status_list": [
                            {
                                "status": 1,
```

```
                                "ip": "112.48.22.71",
                                "linkus_dev_type": "android"
                            }
                        ]
                    }
                },
                "linkus_web": {
                    "status": 0
                }
            },
            "presence_status": "available",
            "number": "2000",
            "caller_id_name": "Leo Ball",
            "role_name": "Administrator",
            "email_addr": "leo@sample.com",
            "custom_presence_status": "Available (Work)"
        }
    ]
}
```

Query Information of an Extension

Query the detailed information of an extension.

Request URL

```
GET {base_url}/{api_path}/extension/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <Ext_DetailInfo>	The detailed information of an extension.

Ext_DetailInfo

Parameter	Type	Description
id	Integer	Extension ID.
type	String	Extension type. • `SIP`: SIP extension • `FXS`: FXS extension
fxs_port	String	FXS port. For example, if the FXS port of the extension is "Span1-Port5", this parameter returns `1-5`.
first_name	String	First name.
last_name	String	Last name.
email_addr	String	Email address.
mobile_number	String	Mobile number.
organization_list	Array <Organization_Info>	The organization(s) to which the extension belongs.
role_id	Integer	The ID of the user role.
title	String	The job title of the extension user.
email_language	String	The language of email notifications for the extension. • `follow_system`: The default system email language.

Parameter	Type	Description
		• `zh-cn`: 简体中文 (Chinese Simplified) • `en`: English • `ru`: Русский (Russian) • `de`: Deutsch (German) • `fr`: Française (French) • `bp`: Português Brasil (Portuguese Brazil) • `it`: Italiano (Italian) • `tr`: Türkçe (Turkish)
user_lang	String	The language of the system prompts heard by the extension during a call. • `follow_system`: The default system prompt language. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)

Parameter	Type	Description
vm_lang	String	The language of the system prompts heard by caller when they access the extension's voicemail box. • `follow_system`: The default system prompt language. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)
number	String	Extension number.
caller_id	String	Caller ID.
reg_name	String	Registration name.
reg_password	String	Registration password. **Note:**

Parameter	Type	Description
		For security reasons, the registration password is not returned. You can retrieve the password using the Query Password of an Extension interface.
concurrent_registrations	Integer	SIP endpoint concurrent registrations. • `1` • `2` • `3` • `4` • `5`
presence_status	String	Default extension presence. • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
custom_presence_status	String	Custom extension presence.
presence_list	Array <Presence_Setting>	The list of the presence settings.
agent_id	String	The agent ID that will be announced in the greeting prompt to callers when their inbound calls are answered by queue agent. By default, the extension number will be announced.
enb_vm	Integer	Whether the voicemail is enabled. • `0`: Disabled • `1`: Enabled
enb_vm_pin	Integer	Whether the voicemail PIN authentication is enabled. • `0`: Disabled • `1`: Enabled
vm_pin	String	The PIN code to access voicemail.

Parameter	Type	Description
new_vm_notification	String	Whether the extension user will be notified when receiving a new voicemail message, and how to notify. • `no`: Do not send email notifications. • `with_attach`: Send a notification email with the new voicemail message attached as a `.wav` file. • `without_attach`: Send a notification email without attaching the new voicemail message.
vm_after_notification	String	How to deal with the voicemail message after sending an email to notify the extension. • `no`: Keep the voicemail message in mailbox as unread. • `mark_read`: Keep the voicemail message in mailbox as read. • `delete`: Delete the voicemail message.
enb_vm_play_datetime	Integer	Whether to announce the message arrival time before playing the voicemail message. • `0`: Disabled • `1`: Enabled
vm_play_time_format	String	The time format for announcing the message arrival time. • `follow_system`: Follow the system setting (Set on **System > Date and Time > Display Format > Time Display Format**). • `12-hour`: 12-hour format • `24-hour`: 24-hour format
enb_all_busy_mode_for_endpoints	Integer	Whether new incoming calls will be forwarded to the Busy destination when any endpoint registered to the extension is busy on a call. • `0`: Disabled • `1`: Enabled
enb_all_reject_mode_for_endpoints	Integer	Whether other endpoints will stop ringing when the incoming call is rejected on one of the endpoints (with the extension registered).

Parameter	Type	Description
		• `0`: Disabled. When an incoming call is rejected on one endpoint, other endpoints still ring. • `1`: Enabled. When an incoming call is rejected on one endpoint, other endpoints will stop ringing.
dtmf_mode	String	DTMF mode. • `rfc4733`: RFC4733 (RFC2833) • `info`: Info • `inband`: Inband • `auto`: Auto
transport	String	Transport protocol. • `udp`: UDP protocol • `tcp`: TCP protocol • `tls`: TLS protocol
enb_qualify	Integer	Whether the Qualify is enabled. • `0`: Disabled • `1`: Enabled
enb_t38_support	Integer	Whether the T.38 fax is enabled. • `0`: Disabled • `1`: Enabled
enb_nat	Integer	Whether the NAT is enabled. • `0`: Disabled • `1`: Enabled
enb_srtp	Integer	Whether the SRTP is enabled. • `0`: Disabled • `1`: Enabled
allow_reg_remotely	Integer	Whether the remote registration is enabled. • `0`: Disabled • `1`: Enabled
disable_outb_call	Integer	Whether outbound call is allowed. • `0`: Allow to make outbound calls. • `1`: NOT allowed to make outbound calls.

Parameter	Type	Description
disable_outb_call_outside_business_hours	Integer	Whether outbound call outside Business Hours is allowed. • `0`: Allow to make outbound calls outside Business Hours. • `1`: NOT allowed to make outbound calls outside Business Hours.
disable_international_call	Integer	Whether international call is allowed. • `0`: Allow to make international calls. • `1`: NOT allowed to make international calls.
max_outb_call_duration	Integer	The maximum call duration of an outbound call made from the extension. • `-1`: Follow system setting. • `0`: Unlimited. • Other value: The maximum call duration in seconds.
outbound_route_permission	Array <Integer>	The unique ID(s) of outbound route(s) that the extension is allowed to use.
enb_mobile_client	Integer	Whether the Linkus Mobile Client is enabled. • `0`: Disabled • `1`: Enabled
enb_web_client	Integer	Whether the Linkus Web Client is enabled. • `0`: Disabled • `1`: Enabled
enb_desktop_client	Integer	Whether the Linkus Desktop Client is enabled. • `0`: Disabled • `1`: Enabled
enb_pad_client	Integer	Whether the Linkus Pad Client (SDK) is enabled. • `0`: Disabled • `1`: Enabled
enb_internal_client	Integer	Reserved.
linkus_mobile_codec	String	Codec for Linkus Mobile Client.

Parameter	Type	Description
		• `ulaw` • `alaw` • `ilbc` • `g722` • `g729` • `opus`
enb_ice	String	Whether ICE (Interactive Connectivity Establishment) is enabled for Linkus Mobile Client. • `yes`: ICE enabled. • `no`: ICE disabled.
client_conf_list	Array <Linkus_Clients_Setting>	The list of the Linkus Clients settings.

Organization_Info

Parameter	Type	Description
text	String	The name of the organization to which the extension belongs.
value	String	The unique ID of the organization.

Presence_Setting

Parameter	Type	Description
status	String	Extension presence. • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
enb_in_always_forward	Integer	Whether internal incoming calls will always be forwarded to a specific destination (**Always** condition). • `0`: Disabled • `1`: Enabled

Parameter	Type	Description
in_always_forward_dest	String	The destination type for internal call forwarding in **Always** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
in_always_forward_prefix	String	The parameter returns different values depending on the destination type for internal call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
in_always_forward_value	String	The destination for internal call forwarding in **Always** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
in_always_forward_num	String	The external number of the `external_num` destination for internal call forwarding in **Always** condition.
enb_in_no_answer_forward	Integer	Whether internal incoming calls will be forwarded to a specific destination when the calls are not answered (**No Answer** condition).

Parameter	Type	Description
		• `0`: Disabled • `1`: Enabled
in_no_answer_forward_dest	String	The destination type for internal call forwarding in **No Answer** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
in_no_answer_forward_prefix	String	The parameter returns different values depending on the destination type for internal call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
in_no_answer_forward_value	String	The destination for internal call forwarding in **No Answer** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
in_no_answer_forward_num	String	The external number of the `external_num` destination for internal call forwarding in **No Answer** condition.

Parameter	Type	Description
enb_in_busy_forward	Integer	Whether internal incoming calls will be forwarded to a specific destination when the extension is busy (**Busy** condition). • `0`: Disabled • `1`: Enabled
in_busy_forward_dest	String	The destination type for internal call forwarding in **Busy** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
in_busy_forward_prefix	String	The parameter returns different values depending on the destination type for internal call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
in_busy_forward_value	String	The destination for internal call forwarding in **Busy** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination.

Parameter	Type	Description
		For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
in_busy_forward_num	String	The external number of the `external_num` destination for internal call forwarding in **Busy** condition.
enb_ex_always_forward	Integer	Whether external incoming calls will always be forwarded to a specific destination (**Always** condition). • `0`: Disabled • `1`: Enabled
ex_always_forward_dest	String	The destination type for external call forwarding in **Always** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
ex_always_forward_prefix	String	The parameter returns different values depending on the destination type for external call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
ex_always_forward_value	String	The destination for external call forwarding in **Always** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`.

Parameter	Type	Description
		• When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
ex_always_forward_num	String	The external number of the `external_num` destination for external call forwarding in **Always** condition.
enb_ex_no_answer_forward	Integer	Whether external incoming calls will be forwarded to a specific destination when the calls are not answered (**No Answer** condition). • `0`: Disabled • `1`: Enabled
ex_no_answer_forward_dest	String	The destination type for external call forwarding in **No Answer** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
ex_no_answer_forward_prefix	String	The parameter returns different values depending on the destination type for external call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
ex_no_answer_forward_value	String	The destination for external call forwarding in **No Answer** condition.

Parameter	Type	Description
		• When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
ex_no_answer_forward_num	String	The external number of the `external_num` destination for external call forwarding in **No Answer** condition.
enb_ex_busy_forward	Integer	Whether external incoming calls will be forwarded to a specific destination when the extension is busy (**Busy** condition).
ex_busy_forward_dest	String	The destination type for external call forwarding in **Busy** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
ex_busy_forward_prefix	String	The parameter returns different values depending on the destination type for external call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
ex_busy_forward_value	String	The destination for external call forwarding in **Busy** condition.

Parameter	Type	Description
		• When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
ex_busy_forward_num	String	The external number of the `external_num` destination for external call forwarding in **Busy** condition.
ring_timeout	Integer	The ringing timeout for incoming calls (**Unit**: Second).
enb_ring_mobile	Integer	Whether the mobile phone will ring simultaneously when the extension rings. • `0`: Disabled • `1`: Enabled
mobile_prefix	String	The dial-out prefix of the mobile number for the "Ring the Mobile Number Simultaneously" feature.
mobile_number	String	Mobile number.
enb_accept_call_from_rg	Integer	Whether incoming calls from ring group are accepted when the extension is in specific presence status. • `0`: Disabled • `1`: Enabled

Linkus_Clients_Setting

Parameter	Type	Description
id	Integer	Linkus Client ID.
client	String	Linkus Client type. • `linkusmobile`: Linkus Mobile Client • `linkusdesktop`: Linkus Desktop Client • `linkusweb`: Linkus Web Client
enb_call_waiting	Integer	Whether a second call can be received while the extension is already on the phone. • `0`: Disabled

Parameter	Type	Description
		• `1`: Enabled
enb_auto_answer	Integer	Whether non-paging/intercom calls to the extension will be automatically answered. • `0`: Disabled • `1`: Enabled
auto_answer_delay_time	Integer	The amount of time in seconds that callers have to wait before their non-paging/intercom calls are auto-answered. **Note:** `0` indicates that incoming call will be auto-answered immediately.
enb_auto_answer_tone	Integer	Whether a tone will be played to alert the extension when a non-paging/intercom call is automatically answered. • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging	Integer	Whether paging/intercom calls to the extension will be automatically answered. • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_barge	Integer	Whether paging/intercom calls to the extension will be automatically answered when the extension is already on the phone. • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_tone	Integer	Whether a tone will be played to alert the extension when a paging/intercom call is automatically answered. • `0`: Disabled • `1`: Enabled
call_pop_switch	Integer	Whether automatic call popup will be triggered to display customer data when the extension receives an incoming call. • `0`: Disabled

Parameter	Type	Description
		• `1`: Enabled
open_contact_url	String	The third-party URL for the call popup.
notify_when	String	When the call popup will be automatically triggered. • `ringing`: An incoming call reaches. • `answered`: An incoming call is answered. • `hang_up`: An incoming call is ended.
communication_type_list	Array<String>	Which types of calls will trigger the call popup. • `internal`: Internal calls from colleagues. • `inbound`: Inbound calls from external users.

Examples

Request example

Query the detailed information of extension (ID: 39).

```
GET /
openapi/v1.0/extension/get?id=39&access_token=q0GyBcsgO8FsXWxPpzAJVW33vd0OpnUz
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 39,
        "first_name": "Leo",
        "last_name": "Ball",
        "email_addr": "leo@sample.com",
        "mobile_number": "15880123456",
        "role_id": 1,
        "caller_id": "2000",
        "title": "",
        "reg_name": "2000",
        "reg_password": "",
        "concurrent_registrations": 1,
        "type": "SIP",
```

```
        "number": "2000",
        "dtmf_mode": "rfc4733",
        "enb_nat": 1,
        "enb_qualify": 1,
        "enb_srtp": 0,
        "enb_t38_support": 0,
        "transport": "udp",
        "enb_vm": 1,
        "enb_vm_pin": 1,
        "vm_pin": "6666",
        "vm_lang": "sound-zh",
        "user_lang": "sound-en",
        "new_vm_notification": "with_attach",
        "vm_after_notification": "delete",
        "allow_reg_remotely": 1,
        "disable_international_call": 0,
        "disable_outb_call_outside_business_hours": 0,
        "disable_outb_call": 0,
        "enb_mobile_client": 1,
        "enb_desktop_client": 1,
        "enb_web_client": 1,
        "enb_pad_client": 1,
        "enb_internal_client": 0,
        "presence_status": "available",
        "custom_presence_status": "Available (Work)",
        "agent_id": "5630",
        "presence_list": [
            {
                "status": "available",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "extension",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "2",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 0,
```

```
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ivr",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "1",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "end_call",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 1,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 1
        },
        {
            "status": "away",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "ring_group",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "1",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "queue",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "1",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "group_vm",
            "ex_no_answer_forward_prefix": "",
```

```
                "ex_no_answer_forward_value": "1",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "play_greeting",
                "ex_busy_forward_prefix": "5",
                "ex_busy_forward_value": "demo.wav",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 0,
                "mobile_prefix": "",
                "mobile_number": "123123123",
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 0
            },
            {
                "status": "business_trip",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "mobile_number",
                "in_no_answer_forward_prefix": "123",
                "in_no_answer_forward_value": "",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "external_num",
                "in_busy_forward_prefix": "543",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "5235235235",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ext_vm",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "group_vm",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "1",
                "ex_busy_forward_num": "",
```

```
            "enb_ring_mobile": 0,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "do_not_disturb",
            "enb_in_always_forward": 1,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "ext_vm",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "ext_vm",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 1,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "ext_vm",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
```

```
            "status": "lunch",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "ext_vm",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "ext_vm",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "ext_vm",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "off_work",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
```

```
            "in_no_answer_forward_dest": "ext_vm",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "ext_vm",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "ext_vm",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        }
    ],
    "enb_all_reject_mode_for_endpoints": 1,
    "linkus_mobile_codec": "g729",
    "enb_ice": "no",
    "client_conf_list": [
        {
            "id": 13,
            "client": "linkusweb",
            "enb_call_waiting": 1,
            "enb_auto_answer": 0,
            "auto_answer_delay_time": 0,
            "enb_auto_answer_tone": 1,
            "enb_auto_answer_paging": 0,
            "enb_auto_answer_paging_barge": 0,
            "enb_auto_answer_paging_tone": 1,
```

```
                "call_pop_switch": 0,
                "open_contact_url":
"https://web/solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}",
                "notify_when": "ringing",
                "communication_type_list": [
                    "inbound"
                ]
            },
            {
                "id": 14,
                "client": "linkusdesktop",
                "enb_call_waiting": 1,
                "enb_auto_answer": 0,
                "auto_answer_delay_time": 0,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 0,
                "enb_auto_answer_paging_barge": 0,
                "enb_auto_answer_paging_tone": 1,
                "call_pop_switch": 0,
                "open_contact_url": "",
                "notify_when": "",
                "communication_type_list": null
            },
            {
                "id": 32,
                "client": "linkusmobile",
                "enb_call_waiting": 0,
                "enb_auto_answer": 1,
                "auto_answer_delay_time": 5,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 1,
                "enb_auto_answer_paging_barge": 1,
                "enb_auto_answer_paging_tone": 1,
                "call_pop_switch": 0,
                "open_contact_url": "",
                "notify_when": "",
                "communication_type_list": null
            }
        ],
        "enb_vm_play_datetime": 0,
        "vm_play_time_format": "follow_system",
        "email_language": "follow_system",
        "max_outb_call_duration": -1,
        "enb_all_busy_mode_for_endpoints": 0
    }
```

```
}
```

Query Information of Multiple Extensions

Query the detailed information of multiple extensions at the same time.

Request URL

```
GET {base_url}/{api_path}/extension/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of extension(s). **Note:** • You can query extension's ID using Search Specific Extensions. • Use a comma to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Ext_DetailInfo>	The detailed information of extension.

Ext_DetailInfo

Parameter	Type	Description
id	Integer	Extension ID.
type	String	Extension type. • `SIP`: SIP extension • `FXS`: FXS extension
fxs_port	String	FXS port. For example, if the FXS port of the extension is "Span1-Port5", this parameter returns `1-5`.
first_name	String	First name.
last_name	String	Last name.
email_addr	String	Email address.
mobile_number	String	Mobile number.
organization_list	Array <Organization_Info>	The organization(s) to which the extension belongs.
role_id	Integer	The ID of the user role.
title	String	The job title of the extension user.
email_language	String	The language of email notifications for the extension. • `follow_system`: The default system email language. • `zh-cn`: 简体中文 (Chinese Simplified) • `en`: English • `ru`: Русский (Russian) • `de`: Deutsch (German) • `fr`: Française (French) • `bp`: Português Brasil (Portuguese Brazil) • `it`: Italiano (Italian) • `tr`: Türkçe (Turkish)
user_lang	String	The language of the system prompts heard by the extension during a call. • `follow_system`: The default system prompt language.

Parameter	Type	Description
		• `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)
vm_lang	String	The language of the system prompts heard by caller when they access the extension's voicemail box. • `follow_system`: The default system prompt language. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain)

Parameter	Type	Description
		• `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)
number	String	Extension number.
caller_id	String	Caller ID.
reg_name	String	Registration name.
reg_password	String	Registration password. **Note:** For security reasons, the registration password is not returned. You can retrieve the password using the Query Password of an Extension interface.
concurrent_registrations	Integer	IP phone concurrent registrations. • `1` • `2` • `3` • `4`

Parameter	Type	Description
		• `5`
presence_status	String	Default extension presence. • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
custom_presence_status	String	Custom extension presence.
presence_list	Array <Presence_Setting>	The list of the presence settings.
agent_id	String	The agent ID that will be announced in the greeting prompt to callers when their inbound calls are answered by queue agent. By default, the extension number will be announced.
enb_vm	Integer	Whether the voicemail is enabled. • `0`: Disabled • `1`: Enabled
enb_vm_pin	Integer	Whether the voicemail PIN authentication is enabled. • `0`: Disabled • `1`: Enabled
vm_pin	String	The PIN code to access voicemail.
new_vm_notification	String	Whether to notify the extension when receiving a new voicemail message, and how to notify. • `no`: Do not send email notifications. • `with_attach`: Send a notification email with the new voicemail message attached as a `.wav` file.

Parameter	Type	Description
		• `without_attach`: Send a notification email without attaching the new voicemail message.
vm_after_notification	String	How to deal with voicemail message after sending an email to notify the extension. • `no`: Keep the voicemail message in mailbox as unread. • `mark_read`: Keep the voicemail message in mailbox as read. • `delete`: Delete the voicemail message.
enb_vm_play_datetime	Integer	Whether to announce the message arrival time before playing the voicemail message. • `0`: Disabled • `1`: Enabled
vm_play_time_format	String	The time format for announcing the message arrival time. • `follow_system`: Follow the system setting (Set on **System > Date and Time > Display Format > Time Display Format**). • `12-hour`: 12-hour format • `24-hour`: 24-hour format
enb_all_busy_mode_for_endpoints	Integer	Whether new incoming calls will be forwarded to the Busy destination when any endpoint registered to the extension is busy on a call. • `0`: Disabled • `1`: Enabled
enb_all_reject_mode_for_endpoints	Integer	Whether other endpoints will stop ringing when the incoming call is rejected on one of the endpoints (with the extension registered). • `0`: Disabled. When an incoming call is rejected on one endpoint, other endpoints still ring.

Parameter	Type	Description
		• `1`: Enabled. When an incoming call is rejected on one endpoint, other endpoints will stop ringing.
dtmf_mode	String	DTMF mode. • `rfc4733`: RFC4733 (RFC2833) • `info`: Info • `inband`: Inband • `auto`: Auto
transport	String	Transport protocol. • `udp`: UDP protocol • `tcp`: TCP protocol • `tls`: TLS protocol
enb_qualify	Integer	Whether the Qualify is enabled. • `0`: Disabled • `1`: Enabled
enb_t38_support	Integer	Whether the T.38 fax is enabled. • `0`: Disabled • `1`: Enabled
enb_nat	Integer	Whether the NAT is enabled. • `0`: Disabled • `1`: Enabled
enb_srtp	Integer	Whether the SRTP is enabled. • `0`: Disabled • `1`: Enabled
allow_reg_remotely	Integer	Whether the remote registration is enabled. • `0`: Disabled • `1`: Enabled
disable_outb_call	Integer	Whether outbound call is allowed. • `0`: Allow to make outbound calls. • `1`: NOT allowed to make outbound calls.

Parameter	Type	Description
disable_outb_call_outside_business_hours	Integer	Whether outbound call outside Business Hours is allowed. • `0`: Allow to make outbound calls outside Business Hours. • `1`: NOT allowed to make outbound calls outside Business Hours.
disable_international_call	Integer	Whether international call is allowed. • `0`: Allow to make international calls. • `1`: NOT allowed to make international calls.
max_outb_call_duration	Integer	The maximum call duration of an outbound call made from the extension. • `-1`: Follow system setting. • `0`: Unlimited. • Other value: The maximum call duration in seconds.
outbound_route_permission	Array <Integer>	The unique ID(s) of outbound route(s) that the extension is allowed to use.
enb_mobile_client	Integer	Whether the Linkus Mobile Client is enabled. • `0`: Disabled • `1`: Enabled
enb_web_client	Integer	Whether the Linkus Web Client is enabled. • `0`: Disabled • `1`: Enabled
enb_desktop_client	Integer	Whether the Linkus Desktop Client is enabled. • `0`: Disabled • `1`: Enabled
enb_pad_client	Integer	Whether the Linkus Pad Client (SDK) is enabled. • `0`: Disabled • `1`: Enabled
enb_internal_client	Integer	Reserved.

Parameter	Type	Description
linkus_mobile_codec	String	Codec for Linkus Mobile Client. • `ulaw` • `alaw` • `ilbc` • `g722` • `g729` • `opus`
enb_ice	String	Whether ICE (Interactive Connectivity Establishment) is enabled for Linkus Mobile Client. • `yes`: ICE enabled. • `no`: ICE disabled.
client_conf_list	Array <Linkus_Clients_Setting>	The list of the Linkus Clients settings.

Organization_Info

Parameter	Type	Description
text	String	The name of the organization to which the extension belongs.
value	String	The unique ID of the organization.

Presence_Setting

Parameter	Type	Description
status	String	Extension presence. • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
enb_in_always_forward	Integer	Whether internal incoming calls will always be forwarded to a specific destination (**Always** condition). • `0`: Disabled

Parameter	Type	Description
		• `1`: Enabled
in_always_forward_dest	String	The destination type for internal call forwarding in **Always** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
in_always_forward_prefix	String	The parameter returns different values depending on the destination type for internal call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
in_always_forward_value	String	The destination for internal call forwarding in **Always** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
in_always_forward_num	String	The external number of the `external_num` destination for internal call forwarding in **Always** condition.

Parameter	Type	Description
enb_in_no_answer_forward	Integer	Whether internal incoming calls will be forwarded to a specific destination when the calls are not answered (**No Answer** condition). • `0`: Disabled • `1`: Enabled
in_no_answer_forward_dest	String	The destination type for internal call forwarding in **No Answer** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
in_no_answer_forward_prefix	String	The parameter returns different values depending on the destination type for internal call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
in_no_answer_forward_value	String	The destination for internal call forwarding in **No Answer** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination.

Parameter	Type	Description
		For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
in_no_answer_forward_num	String	The external number of the `external_num` destination for internal call forwarding in **No Answer** condition.
enb_in_busy_forward	Integer	Whether internal incoming calls will be forwarded to a specific destination when the extension is busy (**Busy** condition). • `0`: Disabled • `1`: Enabled
in_busy_forward_dest	String	The destination type for internal call forwarding in **Busy** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
in_busy_forward_prefix	String	The parameter returns different values depending on the destination type for internal call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
in_busy_forward_value	String	The destination for internal call forwarding in **Busy** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`.

Parameter	Type	Description
		• When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
in_busy_forward_num	String	The external number of the `external_num` destination for internal call forwarding in **Busy** condition.
enb_ex_always_forward	Integer	Whether external incoming calls will always be forwarded to a specific destination (**Always** condition). • `0`: Disabled • `1`: Enabled
ex_always_forward_dest	String	The destination type for external call forwarding in **Always** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
ex_always_forward_prefix	String	The parameter returns different values depending on the destination type for external call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.
ex_always_forward_value	String	The destination for external call forwarding in **Always** condition.

Parameter	Type	Description
		• When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
ex_always_forward_num	String	The external number of the `external_num` destination for external call forwarding in **Always** condition.
enb_ex_no_answer_forward	Integer	Whether external incoming calls will be forwarded to a specific destination when the calls are not answered (**No Answer** condition). • `0`: Disabled • `1`: Enabled
ex_no_answer_forward_dest	String	The destination type for external call forwarding in **No Answer** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
ex_no_answer_forward_prefix	String	The parameter returns different values depending on the destination type for external call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.

Parameter	Type	Description
ex_no_answer_forward_value	String	The destination for external call forwarding in **No Answer** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
ex_no_answer_forward_num	String	The external number of the `external_num` destination for external call forwarding in **No Answer** condition.
enb_ex_busy_forward	Integer	Whether external incoming calls will be forwarded to a specific destination when the extension is busy (**Busy** condition).
ex_busy_forward_dest	String	The destination type for external call forwarding in **Busy** condition. • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up
ex_busy_forward_prefix	String	The parameter returns different values depending on the destination type for external call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter returns the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter returns the play count of the greeting.

Parameter	Type	Description
ex_busy_forward_value	String	The destination for external call forwarding in **Busy** condition. • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`.
ex_busy_forward_num	String	The external number of the `external_num` destination for external call forwarding in **Busy** condition.
ring_timeout	Integer	The ringing timeout for incoming calls (**Unit**: Second).
enb_ring_mobile	Integer	Whether the mobile phone will ring simultaneously when the extension rings. • `0`: Disabled • `1`: Enabled
mobile_prefix	String	The dial-out prefix of the mobile number for the "Ring the Mobile Number Simultaneously" feature.
mobile_number	String	Mobile number.
enb_accept_call_from_rg	Integer	Whether incoming calls from ring group are accepted when the extension is in specific presence status. • `0`: Disabled • `1`: Enabled

Linkus_Clients_Setting

Parameter	Type	Description
id	Integer	Linkus Client ID.
client	String	Linkus Client type. • `linkusmobile`: Linkus Mobile Client • `linkusdesktop`: Linkus Desktop Client • `linkusweb`: Linkus Web Client

Parameter	Type	Description
enb_call_waiting	Integer	Whether a second call can be received while the extension is already on the phone. • `0`: Disabled • `1`: Enabled
enb_auto_answer	Integer	Whether non-paging/intercom calls to the extension will be automatically answered. • `0`: Disabled • `1`: Enabled
auto_answer_delay_time	Integer	The amount of time in seconds that callers have to wait before their non-paging/intercom calls are auto-answered. **Note:** `0` indicates that incoming call will be auto-answered immediately.
enb_auto_answer_tone	Integer	Whether a tone will be played to alert the extension when a non-paging/intercom call is automatically answered. • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging	Integer	Whether paging/intercom calls to the extension will be automatically answered. • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_barge	Integer	Whether paging/intercom calls to the extension will be automatically answered when the extension is already on the phone. • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_tone	Integer	Whether a tone will be played to alert the extension when a paging/intercom call is automatically answered. • `0`: Disabled • `1`: Enabled

Parameter	Type	Description
call_pop_switch	Integer	Whether automatic call popup will be triggered to display customer data when the extension receives an incoming call. • `0`: Disabled • `1`: Enabled
open_contact_url	String	The third-party URL for the call popup.
notify_when	String	When the call popup will be automatically triggered. • `ringing`: An incoming call reaches. • `answered`: An incoming call is answered. • `hang_up`: An incoming call is ended.
communication_type_list	Array<String>	Which types of calls will trigger the call popup. • `internal`: Internal calls from colleagues. • `inbound`: Inbound calls from external users.

Examples

Request example

Query the detailed information of extensions (ID: 39 & 223).

```
GET /
openapi/v1.0/extension/query?ids=39,223&access_token=mZFtXNfGBlo6gR9FR8Tjz0
iDJRqCe3RL
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 39,
            "first_name": "Leo",
            "last_name": "Ball",
            "email_addr": "leo@sample.com",
            "mobile_number": "15880123456",
            "role_id": 1,
```

```
            "user_lang": "follow_system",
            "caller_id": "2000",
            "title": "",
            "reg_name": "2000",
            "reg_password": "",
            "concurrent_registrations": 1,
            "type": "SIP",
            "number": "2000",
            "dtmf_mode": "rfc4733",
            "enb_nat": 1,
            "enb_qualify": 1,
            "enb_srtp": 0,
            "enb_t38_support": 0,
            "transport": "udp",
            "enb_vm": 1,
            "enb_vm_pin": 1,
            "vm_pin": "6666",
            "vm_lang": "sound-zh",
            "new_vm_notification": "with_attach",
            "vm_after_notification": "delete",
            "allow_reg_remotely": 1,
            "disable_international_call": 0,
            "disable_outb_call_outside_business_hours": 0,
            "disable_outb_call": 0,
            "enb_mobile_client": 1,
            "enb_desktop_client": 1,
            "enb_web_client": 1,
            "enb_pad_client": 1,
            "enb_internal_client": 0,
            "presence_status": "available",
            "custom_presence_status": "Available (Work)",
            "agent_id": "5630",
            "presence_list": [
            {
                "status": "available",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "extension",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "2",
                "in_no_answer_forward_num": "",
```

```
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ivr",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "1",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "end_call",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 1,
                "mobile_prefix": "",
                "mobile_number": "123123123",
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 1
            },
            {
                "status": "away",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "ring_group",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "1",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "queue",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "1",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
```

```
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "group_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "1",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "play_greeting",
            "ex_busy_forward_prefix": "5",
            "ex_busy_forward_value": "demo.wav",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "business_trip",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "mobile_number",
            "in_no_answer_forward_prefix": "123",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "external_num",
            "in_busy_forward_prefix": "543",
            "in_busy_forward_value": "",
            "in_busy_forward_num": "5235235235",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
```

```
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "group_vm",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "1",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 0,
                "mobile_prefix": "",
                "mobile_number": "123123123",
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 0
            },
            {
                "status": "do_not_disturb",
                "enb_in_always_forward": 1,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "ext_vm",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 1,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ext_vm",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "ext_vm",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 0,
```

```
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "lunch",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "ext_vm",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "ext_vm",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "ext_vm",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "mobile_prefix": "",
            "mobile_number": "123123123",
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "off_work",
```

```
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "ext_vm",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ext_vm",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "ext_vm",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 0,
                "mobile_prefix": "",
                "mobile_number": "123123123",
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 0
            }
        ],
        "enb_all_reject_mode_for_endpoints": 1,
        "linkus_mobile_codec": "g729",
        "enb_ice": "no",
        "client_conf_list": [
            {
                "id": 56,
                "client": "linkusweb",
                "enb_call_waiting": 1,
```

```
                "enb_auto_answer": 0,
                "auto_answer_delay_time": 0,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 1,
                "enb_auto_answer_paging_barge": 0,
                "enb_auto_answer_paging_tone": 1,
                "call_pop_switch": 0,
                "open_contact_url":
"https://web/solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}",
                "notify_when": "ringing",
                "communication_type_list": [
                    "inbound"
                ]
            },
            {
                "id": 57,
                "client": "linkusdesktop",
                "enb_call_waiting": 1,
                "enb_auto_answer": 1,
                "auto_answer_delay_time": 10,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 0,
                "enb_auto_answer_paging_barge": 0,
                "enb_auto_answer_paging_tone": 1,
                "call_pop_switch": 0,
                "open_contact_url": "",
                "notify_when": "",
                "communication_type_list": null
            },
            {
                "id": 58,
                "client": "linkusmobile",
                "enb_call_waiting": 0,
                "enb_auto_answer": 1,
                "auto_answer_delay_time": 5,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 1,
                "enb_auto_answer_paging_barge": 1,
                "enb_auto_answer_paging_tone": 1,
                "call_pop_switch": 0,
                "open_contact_url": "",
                "notify_when": "",
                "communication_type_list": null
            }
        ],
```

```
        "enb_vm_play_datetime": 0,
        "vm_play_time_format": "follow_system",
        "email_language": "follow_system",
        "max_outb_call_duration": -1,
        "enb_all_busy_mode_for_endpoints": 1
        },
        {
            "id": 223,
            "first_name": "Phillip Huff",
            "email_addr": "phillip@sample.com",
            "role_id": 1,
            "user_lang": "sound-en",
            "caller_id": "2001",
            "title": "",
            "reg_name": "1QSg2E8zd4",
            "reg_password": "",
            "concurrent_registrations": 1,
            "type": "SIP",
            "number": "2001",
            "dtmf_mode": "rfc4733",
            "enb_nat": 1,
            "enb_qualify": 1,
            "enb_srtp": 0,
            "enb_t38_support": 0,
            "transport": "udp",
            "enb_vm": 1,
            "enb_vm_pin": 1,
            "vm_pin": "0532",
            "vm_lang": "sound-zh",
            "new_vm_notification": "no",
            "vm_after_notification": "no",
            "allow_reg_remotely": 0,
            "disable_international_call": 1,
            "disable_outb_call_outside_business_hours": 0,
            "disable_outb_call": 0,
            "enb_mobile_client": 1,
            "enb_desktop_client": 1,
            "enb_web_client": 1,
            "enb_pad_client": 1,
            "enb_internal_client": 0,
            "presence_status": "available",
            "custom_presence_status": "Available (Work)",
            "presence_list": [
            {
                "status": "available",
```

```
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
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```

```
                "in_no_answer_forward_prefix": "",
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```

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            "ex_no_answer_forward_num": "",
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            "ex_busy_forward_prefix": "",
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            "in_no_answer_forward_value": "",
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            "ex_always_forward_num": "",
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```
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                "ex_no_answer_forward_num": "",
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                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "",
                "ex_busy_forward_num": "",
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                "enb_accept_call_from_rg": 0
            },
            {
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                "ex_no_answer_forward_value": "",
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```

```
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            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
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            "in_busy_forward_prefix": "",
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            "enb_accept_call_from_rg": 0
```

```
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        "enb_all_reject_mode_for_endpoints": 1,
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                    "auto_answer_delay_time": 0,
                    "enb_auto_answer_tone": 1,
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                    "enb_auto_answer_paging_barge": 0,
                    "enb_auto_answer_paging_tone": 1,
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                    "open_contact_url": "",
                    "notify_when": "",
                    "communication_type_list": null
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                    "open_contact_url": "",
                    "notify_when": "",
                    "communication_type_list": null
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                    "id": 32,
                    "client": "linkusmobile",
                    "enb_call_waiting": 0,
                    "enb_auto_answer": 1,
                    "auto_answer_delay_time": 5,
                    "enb_auto_answer_tone": 1,
                    "enb_auto_answer_paging": 1,
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```

```
                    "enb_auto_answer_paging_tone": 1,
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                    "communication_type_list": null
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        "enb_vm_play_datetime": 0,
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        "email_language": "follow_system",
        "max_outb_call_duration": -1,
        "enb_all_busy_mode_for_endpoints": 1
        }
    ]
}
```

Query Password of an Extension

Query the registration password and voicemail access PIN of an extension.

Request URL

```
GET {base_url}/{api_path}/extension/getpassword?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.
type	Yes	String	Password type. **Valid value**: • `reg_password`: Registration password. • `vm_pin`: Voicemail access PIN.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
password	String	Registration password or voicemail access PIN. **Note:** You can use a Base64 decoding tool to convert the password back to its original form.

Examples

Query the registration password of extension (ID: 80).

Request example

```
GET /
openapi/v1.0/extension/getpassword?access_token=fJ71SE6TCRLAGUyv2J4YQco3jeq
E1H47&id=80&type=reg_password HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "password": "SGM2bUFyVzYyTQ=="
}
```

Add an Extension

Add and configure a SIP extension.

Request URL

```
POST {base_url}/{api_path}/extension/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
type	Yes	String	Extension type. **Valid value**: `SIP`
first_name	No	String	First name.
last_name	No	String	Last name.
email_addr	No	String	Email address.
mobile_number	No	String	Mobile number.
user_password	Yes	String	User password. **Note:** • Must contain numbers, uppercase, and lowercase letters.
role_id	No	Integer	The ID of a user role. **Note:** You can query user role's ID using Get Menu Options.
organization_list	No	Array <Organization_Info>	The organization(s) to which the extension belongs. **Note:** This parameter is required if the **Organization Management** feature is enabled.
title	No	String	The job title of the extension user.

Parameter	Required	Type	Description
email_language	No	Striing	The language of email notifications for the extension. **Valid value**: • `follow_system`: The default system email language. • `zh-cn`: 简体中文 (Chinese Simplified) • `en`: English • `ru`: Русский (Russian) • `de`: Deutsch (German) • `fr`: Française (French) • `bp`: Português Brasil (Portuguese Brazil) • `it`: Italiano (Italian) • `tr`: Türkçe (Turkish)
user_lang	No	String	The language of the system prompts heard by the extension during a call. **Valid value**: `follow_system` or one of the prompt language existed in PBX System Prompt (e.g. `German`). **Note:** You can query the available system prompts using Get Menu Options.
vm_lang	No	String	The language of the system prompts heard by caller when they access the extension's voicemail box. **Valid value**: `follow_system` or one of the prompt language existed in PBX System Prompt (e.g. `German`). **Note:** You can query the available system prompts using Get Menu Options.
number	Yes	String	Extension number. **Note:** • Only numbers are allowed.

Parameter	Required	Type	Description
			• The maximum character length is 8.
caller_id	No	String	Caller ID. **Note:** • Numbers, letters, and special characters `( ) . - + * #` are allowed. • The maximum character length is 31.
reg_name	Yes	String	Registration name. **Note:** The maximum character length is 63.
reg_password	Yes	String	Registration password.
concurrent_registrations	Yes	Integer	IP phone concurrent registrations. **Valid value**: • `1` (default) • `2` • `3` • `4` • `5`
presence_status	Yes	String	The current presence status of the extension. **Valid value**: • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
presence_list	No	Array <Presence_Setting>	The list of the presence settings.
presence_mobile_prefix	No	String	The dial-out prefix of the mobile number for the "Ring the Mobile Number Simultaneously" feature.

Parameter	Required	Type	Description
agent_id	No	String	The agent ID that will be announced in the greeting prompt to callers when their inbound calls are answered by queue agent. By default, the extension number will be announced. **Note:** Agent ID will be announced when **Agent ID Announcement** is enabled for queues on PBX web portal (Path: **Call Features > Queue > Preferences > Announcement**).
enb_vm	No	Integer	Whether to enable the voicemail. **Valid value**: • `0`: Disable • `1`: Enable
enb_vm_pin	No	Integer	Whether to enable the voicemail PIN authentication. **Valid value**: • `0`: Disable • `1`: Enable
vm_pin	No	String	The PIN code to access voicemail.
new_vm_notification	No	String	Whether to notify the extension when receiving a new voicemail message, and how to notify. **Valid value**: • `no`: Do not send email notifications. • `with_attach`: Send a notification email with the new voicemail message attached as a `.wav` file. • `without_attach`: Send a notification email without attaching the new voicemail message.
vm_after_notification	No	String	How to deal with the voicemail message after sending an email to notify the extension. **Valid value**:

Parameter	Required	Type	Description
			• `no`: Keep the voicemail message in mailbox as unread. • `mark_read`: Keep the voicemail message in mailbox as read. • `delete`: Delete the voicemail message. **Note:** This value is supported only when `new_vm_notification` is set to `with_attach`.
enb_vm_play_datetime	No	Integer	Whether to announce the message arrival time before playing the voicemail message. • `0`: Disabled • `1`: Enabled
vm_play_time_format	No	String	Specify the time format for announcing the message arrival time. **Valid value**: • `follow_system`: Follow the system setting (Set on **System > Date and Time > Display Format > Time Display Format**) • `12-hour`: 12-hour format • `24-hour`: 24-hour format
enb_all_busy_mode_for_endpoints	No	Integer	Whether to forward new incoming calls to the Busy destination when any endpoint registered to the extension is busy on a call. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_all_reject_mode_for_endpoints	No	Integer	Whether to stop ringing other endpoints when an incoming call is rejected on one of the endpoints (with the extension registered). **Valid value**: • `0`: Disable. When an incoming call is rejected on one endpoint, other endpoints still ring.

Parameter	Required	Type	Description
			• `1`: Enable. When an incoming call is rejected on one endpoint, other endpoints stop ringing.
dtmf_mode	No	String	DTMF mode. **Valid value**: • `rfc4733`: RFC4733 (RFC2833) • `info`: Info • `inband`: Inband • `auto`: Auto
transport	No	String	Transport protocol. **Valid value**: • `udp`: UDP protocol • `tcp`: TCP protocol • `tls`: TLS protocol
enb_qualify	No	Integer	Whether to enable Qualify. **Valid value**: • `0`: Disable • `1`: Enable
enb_t38_support	No	Integer	Whether to support T.38 fax. **Valid value**: • `0`: Disable • `1`: Enable
enb_nat	No	Integer	Whether to enable NAT. **Valid value**: • `0`: Disable • `1`: Enable
enb_srtp	No	Integer	Whether to enable SRTP. **Valid value**: • `0`: Disable • `1`: Enable
allow_reg_remotely	No	Integer	Whether to enable remote registration. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable • `1`: Enable
disable_outb_call	No	Integer	Whether to restrict the extension from making outbound calls. **Valid value**: • `0`: Allow to make outbound calls. • `1`: NOT allowed to make outbound calls.
disable_outb_call_outside_business_hours	No	Integer	Whether to restrict the extension from making outbound calls outside Business Hours. **Valid value**: • `0`: Allow to make outbound calls outside Business Hours. • `1`: NOT allowed to make outbound calls outside Business Hours.
disable_international_call	No	Integer	Whether to restrict the extension from making international calls. **Valid value**: • `0`: Allow to make international calls. • `1`: NOT allowed to make international calls.
max_outb_call_duration	No	Integer	Specify the maximum call duration of an outbound call made from the extension. **Valid value**: • `-1`: Follow system setting (Set on **PBX Settings > Preferences > Max Call Duration (s)**). • `0`: Unlimited. • Other value: The maximum call duration in seconds (1 - 9999999).
outbound_route_permission	No	Array <Integer>	The unique ID(s) of outbound route(s) that the extension is allowed to use. **Note:** • You can query outbound route's ID using Search Specific Outbound Routes.

Parameter	Required	Type	Description
			• Use a comma to separate multiple IDs.
enb_mobile_client	No	Integer	Whether to enable Linkus Mobile Client. **Valid value**: • `0`: Disable • `1`: Enable
enb_desktop_client	No	Integer	Whether to enable Linkus Desktop Client. **Valid value**: • `0`: Disable • `1`: Enable
enb_web_client	No	Integer	Whether to enable Linkus Web Client. **Valid value**: • `0`: Disable • `1`: Enable
enb_pad_client	No	Integer	Whether to enable Linkus Pad Client (SDK). **Valid value**: • `0`: Disable • `1`: Enable **Note:** This option takes effect ONLY when you have integrated the Linkus SDK for Android or Linkus SDK for iOS.
linkus_mobile_codec	No	String	Select one or more codecs for Linkus Mobile Client. **Valid value**: • `ulaw` • `alaw` • `ilbc` • `g722` • `g729` • `opus`

Parameter	Required	Type	Description
			Note: Use comma to separate multiple codecs.
enb_ice	No	String	Whether to enable ICE (Interactive Connectivity Establishment) for Linkus Mobile Client. **Valid value**: • `yes`: Enable ICE. • `no`: Disable ICE.
client_conf_list	No	Array <Linkus_Clients_Setting>	The list of the Linkus Clients settings.

Organization_Info

Parameter	Required	Type	Description
value	Yes	String	The unique ID of an organization. **Note:** You can query organization's ID using Get Menu Options.

Presence_Setting

Parameter	Required	Type	Description
status	Yes	String	Extension presence. **Valid value**: • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
enb_in_always_forward	No	Integer	Whether to always forward internal incoming calls to a specific destination (**Always** condition).

Parameter	Required	Type	Description
			Valid value: • `0`: Disable • `1`: Enable
in_always_forward_dest	No	String	The destination type for internal call forwarding in **Always** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
in_always_forward_prefix	No	String	The parameter defines different settings depending on the destination type for internal call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
in_always_forward_value	No	String	The destination for internal call forwarding in **Always** condition.

Parameter	Required	Type	Description
			This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
in_always_forward_num	No	String	The external number of the `external_num` destination for internal call forwarding in **Always** condition.
enb_in_no_answer_forward	No	Integer	Whether to forward internal calls to a specific destination when the calls are not answered (**No Answer** condition). **Valid value**: • `0`: Disable • `1`: Enable
in_no_answer_forward_dest	No	String	The destination type for internal call forwarding in **No Answer** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow

Parameter	Required	Type	Description
			• `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
in_no_answer_forward_prefix	No	String	The parameter defines different settings depending on the destination type for internal call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
in_no_answer_forward_value	No	String	The destination for internal call forwarding in **No Answer** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination.

Parameter	Required	Type	Description
			For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
in_no_answer_forward_num	No	String	The external number of the `external_num` destination for internal call forwarding in **No Answer** condition.
enb_in_busy_forward	No	Integer	Whether to forward internal calls to a specific destination when the extension is busy (**Busy** condition). **Valid value**: • `0`: Disable • `1`: Enable
in_busy_forward_dest	No	String	The destination type for internal call forwarding in **Busy** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:**

Parameter	Required	Type	Description
			When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
in_busy_forward_prefix	No	String	The parameter defines different settings depending on the destination type for internal call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
in_busy_forward_value	No	String	The destination for internal call forwarding in **Busy** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination

Parameter	Required	Type	Description
			options using Get Menu Options.
in_busy_forward_num	No	String	The external number of the `external_num` destination for internal call forwarding in **Busy** condition.
enb_ex_always_forward	No	Integer	Whether to always forward external calls to a specific destination (**Always** condition). **Valid value**: • `0`: Disable • `1`: Enable
ex_always_forward_dest	No	String	The destination type for external call forwarding in **Always** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
ex_always_forward_prefix	No	String	The parameter defines different settings depending on the destination type for external call forwarding in **Always** condition.

Parameter	Required	Type	Description
			• When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
ex_always_forward_value	No	String	The destination for external call forwarding in **Always** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
ex_always_forward_num	No	String	The external number of the `external_num` destination for external call forwarding in **Always** condition.
enb_ex_no_answer_forward	No	Integer	Whether to forward external calls to a specific destination when the calls are not answered (**No Answer** condition). **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable • `1`: Enable
ex_no_answer_forward_dest	No	String	The destination type for external call forwarding in **No Answer** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
ex_no_answer_forward_prefix	No	String	The parameter defines different settings depending on the destination type for external call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
ex_no_answer_forward_value	No	String	The destination for external call forwarding in **No Answer** condition.

Parameter	Required	Type	Description
			This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
ex_no_answer_forward_num	No	String	The external number of the `external_num` destination for external call forwarding in **No Answer** condition.
enb_ex_busy_forward	No	Integer	Whether to forward external calls to a specific destination when the extension is busy (**Busy** condition). **Valid value**: • `0`: Disable • `1`: Enable
ex_busy_forward_dest	No	String	The destination type for external call forwarding in **Busy** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow

Parameter	Required	Type	Description
			• `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
ex_busy_forward_prefix	No	String	The parameter defines different settings depending on the destination type for external call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
ex_busy_forward_value	No	String	The destination for external call forwarding in **Busy** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination.

Parameter	Required	Type	Description
			For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
ex_busy_forward_num	No	String	The external number of the `external_num` destination for external call forwarding in **Busy** condition.
ring_timeout	Yes	Integer	The ringing timeout for incoming calls (**Unit**: Second). **Valid value**: 5 - 300
enb_ring_mobile	No	Integer	Whether the mobile phone will ring simultaneously when the extension rings. **Valid value**: • `0`: Disable • `1`: Enable
enb_accept_call_from_rg	No	Integer	Whether to accept incoming calls from ring group when the extension is in specific presence status. **Valid value**: • `0`: Disable • `1`: Enable

Linkus_Clients_Setting

Parameter	Required	Type	Description
client	Yes	String	The type of Linkus Client for which you want to configure features such as call waiting, auto-answer for paging/intercom calls, or auto-answer for non-paging/intercom calls.

Parameter	Required	Type	Description
			Valid value: • `linkusmobile`: Linkus Mobile Client • `linkusdesktop`: Linkus Desktop Client • `linkusweb`: Linkus Web Client
enb_call_waiting	No	Integer	Whether to allow the extension to receive another call while already on the phone. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_auto_answer	No	Integer	Whether to automatically answer non-paging/intercom calls. **Valid value**: • `0`: Disabled • `1`: Enabled
auto_answer_delay_time	No	Integer	The delay time before automatically answering non-paging/intercom calls (**Unit**: Second). **Valid value**: 0 - 60 **Note:** `0` indicates that incoming non-paging/intercom calls will be auto-answered immediately.
enb_auto_answer_tone	No	Integer	Whether to alert the extension with a tone when a non-paging/intercom call is automatically answered. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging	No	Integer	Whether to automatically answer paging/intercom calls. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_barge	No	Integer	Whether to automatically answer paging/intercom calls during an active call. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_tone	No	Integer	Whether to alert the extension with a tone when a paging/intercom call is automatically answered. **Valid value**: • `0`: Disabled • `1`: Enabled

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the extension.

Examples

Request example

```
POST /
openapi/v1.0/extension/create?access_token=q0GyBcsgO8FsXWxPpzAJVW33vd0OpnU
z
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "type": "SIP",
    "first_name": "Terrell",
    "last_name": "Smith",
    "email_addr": "terrell@sample.com",
    "mobile_number": "15880987652",
    "user_password": "Userpwd1011",
    "organization_list":[{"value":"1"},{"value":"2"}],
    "role_id": 1,
    "email_language":"en",
    "user_lang": "sound-en",
    "vm_lang":"follow_system",
    "number": "1000",
    "caller_id": "5503301",
    "reg_name": "Yeastar_ext",
    "reg_password": "Regpwd1011",
    "concurrent_registrations": 1,
    "presence_status": "available",
    "enb_all_reject_mode_for_endpoints":1,
    "dtmf_mode": "rfc4733",
    "transport": "udp",
    "allow_reg_remotely": 0,
    "agent_id":"5630",
    "enb_vm":1,
    "enb_vm_pin":1,
    "vm_pin":"8573",
    "new_vm_notification":"with_attach",
    "vm_after_notification":"delete",
    "enb_vm_play_datetime": 0,
    "vm_play_time_format": "follow_system",
    "enb_all_busy_mode_for_endpoints": 1,
    "enb_all_reject_mode_for_endpoints":0,
    "disable_international_call":1,
    "disable_outb_call_outside_business_hours":1,
    "disable_outb_call":0,
    "max_outb_call_duration": -1,
    "outbound_route_permission":[69],
    "enb_mobile_client":1,
    "enb_desktop_client":1,
    "enb_web_client":1,
```

```
    "enb_pad_client": 1,
    "linkus_mobile_codec": "g729",
   "enb_ice":"yes",
    "presence_mobile_prefix": "86",
    "presence_list": [
            {
                "status": "available",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "external_num",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "",
                "in_no_answer_forward_num": "123123",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ivr",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "1",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "end_call",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 1,
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 1
            },
            {
                "status": "away",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
```

```
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "ring_group",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "1",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "queue",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "1",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "group_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "1",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "play_greeting",
            "ex_busy_forward_prefix": "1",
            "ex_busy_forward_value": "demo.wav",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "business_trip",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "mobile_number",
            "in_no_answer_forward_prefix": "123",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
```

```
                "in_busy_forward_dest": "external_num",
                "in_busy_forward_prefix": "543",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "5235235235",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ext_vm",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "group_vm",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "1",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 0,
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 0
            },
            {
                "status": "do_not_disturb",
                "enb_in_always_forward": 1,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "ext_vm",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 1,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
```

```
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "ext_vm",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
            "ex_busy_forward_num": "",
            "enb_ring_mobile": 0,
            "ring_timeout": 30,
            "enb_accept_call_from_rg": 0
        },
        {
            "status": "lunch",
            "enb_in_always_forward": 0,
            "in_always_forward_dest": "ext_vm",
            "in_always_forward_prefix": "",
            "in_always_forward_value": "",
            "in_always_forward_num": "",
            "enb_in_no_answer_forward": 1,
            "in_no_answer_forward_dest": "ext_vm",
            "in_no_answer_forward_prefix": "",
            "in_no_answer_forward_value": "",
            "in_no_answer_forward_num": "",
            "enb_in_busy_forward": 1,
            "in_busy_forward_dest": "ext_vm",
            "in_busy_forward_prefix": "",
            "in_busy_forward_value": "",
            "in_busy_forward_num": "",
            "enb_ex_always_forward": 0,
            "ex_always_forward_dest": "ext_vm",
            "ex_always_forward_prefix": "",
            "ex_always_forward_value": "",
            "ex_always_forward_num": "",
            "enb_ex_no_answer_forward": 1,
            "ex_no_answer_forward_dest": "ext_vm",
            "ex_no_answer_forward_prefix": "",
            "ex_no_answer_forward_value": "",
            "ex_no_answer_forward_num": "",
            "enb_ex_busy_forward": 1,
            "ex_busy_forward_dest": "ext_vm",
            "ex_busy_forward_prefix": "",
            "ex_busy_forward_value": "",
```

```
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 1,
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 0
            },
            {
                "status": "off_work",
                "enb_in_always_forward": 0,
                "in_always_forward_dest": "ext_vm",
                "in_always_forward_prefix": "",
                "in_always_forward_value": "",
                "in_always_forward_num": "",
                "enb_in_no_answer_forward": 1,
                "in_no_answer_forward_dest": "ext_vm",
                "in_no_answer_forward_prefix": "",
                "in_no_answer_forward_value": "",
                "in_no_answer_forward_num": "",
                "enb_in_busy_forward": 1,
                "in_busy_forward_dest": "ext_vm",
                "in_busy_forward_prefix": "",
                "in_busy_forward_value": "",
                "in_busy_forward_num": "",
                "enb_ex_always_forward": 0,
                "ex_always_forward_dest": "ext_vm",
                "ex_always_forward_prefix": "",
                "ex_always_forward_value": "",
                "ex_always_forward_num": "",
                "enb_ex_no_answer_forward": 1,
                "ex_no_answer_forward_dest": "ext_vm",
                "ex_no_answer_forward_prefix": "",
                "ex_no_answer_forward_value": "",
                "ex_no_answer_forward_num": "",
                "enb_ex_busy_forward": 1,
                "ex_busy_forward_dest": "ext_vm",
                "ex_busy_forward_prefix": "",
                "ex_busy_forward_value": "",
                "ex_busy_forward_num": "",
                "enb_ring_mobile": 0,
                "ring_timeout": 30,
                "enb_accept_call_from_rg": 0
            }
        ],
        "client_conf_list": [
            {
                "client": "linkusweb",
```

```
                "enb_call_waiting": 1,
                "enb_auto_answer": 0,
                "enb_auto_answer_paging": 1,
                "enb_auto_answer_paging_barge": 0,
                "enb_auto_answer_paging_tone": 1
            },
            {
                "client": "linkusdesktop",
                "enb_call_waiting": 1,
                "enb_auto_answer": 1,
                "auto_answer_delay_time": 10,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 0,
                "enb_auto_answer_paging_barge": 0,
                "enb_auto_answer_paging_tone": 1
            },
            {
                "client": "linkusmobile",
                "enb_call_waiting": 0,
                "enb_auto_answer": 1,
                "auto_answer_delay_time": 5,
                "enb_auto_answer_tone": 1,
                "enb_auto_answer_paging": 1,
                "enb_auto_answer_paging_barge": 1,
                "enb_auto_answer_paging_tone": 1
            }
        ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 233
}
```

Send Linkus Welcome Email to Extensions

Send Linkus welcome email to specified extensions.

Request URL

```
POST {base_url}/{api_path}/
extension/send_welcome_email?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id_list	Yes	Array<Integer>	The unique ID(s) of extension(s). **Note:** • You can query the extension's ID using Search Specific Extensions. • Use a comma to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Send Linkus Welcome Email to extension 1009 & 1010, whose extension ID is "24" and "25" respectively.

```
POST /
openapi/v1.0/extension/send_welcome_email?access_token=AwHqsEm7xdrgz5LRbhBy
C7PWvCt0MgD2
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "id_list": [
        24,25
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Edit an Extension

Edit an extension.

Request URL

```
POST {base_url}/{api_path}/extension/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.
first_name	No	String	First name.
last_name	No	String	Last name.
email_addr	No	String	Email address.
mobile_number	No	String	Mobile number.

Parameter	Required	Type	Description
user_password	No	String	User password. **Note:** • Must contain numbers, uppercase, and lowercase letters.
role_id	No	Integer	The ID of a user role. **Note:** You can query user role's ID using Get Menu Options.
organization_list	No	Array <Organization_Info>	The organization(s) to which the extension belongs. **Note:** This parameter is required if the **Organization Management** feature is enabled.
title	No	String	The job title of the extension user.
email_language	No	Striing	The language of email notifications for the extension. **Valid value**: • `follow_system`: The default system email language. • `zh-cn`: 简体中文 (Chinese Simplified) • `en`: English • `ru`: Русский (Russian) • `de`: Deutsch (German) • `fr`: Française (French) • `bp`: Português Brasil (Portuguese Brazil) • `it`: Italiano (Italian) • `tr`: Türkçe (Turkish)
user_lang	No	String	The language of the system prompts heard by the extension during a call.

Parameter	Required	Type	Description
			Valid value: `follow_system` or one of the prompt language existed in PBX System Prompt (e.g. `German`). **Note:** You can query the available system prompts using Get Menu Options.
vm_lang	No	String	The language of the system prompts heard by caller when they access the extension's voicemail box. **Valid value**: `follow_system` or one of the prompt language existed in PBX System Prompt (e.g. `German`). **Note:** You can query the available system prompts using Get Menu Options.
caller_id	No	String	Caller ID. **Note:** • Numbers, letters, and special characters `( ) . - + * #` are allowed. • The maximum character length is 31.
reg_name	No	String	Registration name. **Note:** The maximum character length is 63.
reg_password	No	String	Registration password.
concurrent_registrations	No	Integer	IP phone concurrent registration. **Valid value**: • `1` (default)

Parameter	Required	Type	Description
			• `2` • `3` • `4` • `5`
presence_status	No	String	The extension presence status. **Valid value**: • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
presence_list	No	Array <Presence_Setting>	The list of the presence settings.
presence_mobile_prefix	No	String	The dial-out prefix of the mobile number for the "Ring the Mobile Number Simultaneously" feature.
agent_id	No	String	The agent ID that will be announced in the greeting prompt to callers when their inbound calls are answered by queue agent. By default, the extension number will be announced. **Note:** Agent ID will be announced when **Agent ID Announcement** is enabled for queues on PBX web portal (Path: **Call Features > Queue > Preferences > Announcement**).
enb_vm	No	Integer	Whether to enable the voicemail. **Valid value**: • `0`: Disable • `1`: Enable

Parameter	Required	Type	Description
enb_vm_pin	No	Integer	Whether to enable the voicemail PIN authentication. **Valid value**: • `0`: Disable • `1`: Enable
vm_pin	No	String	The PIN code to access voicemail.
new_vm_notification	No	String	Whether to notify the extension when receiving a new voicemail message, and how to notify. **Valid value**: • `no`: Do not send email notifications. • `with_attach`: Send a notification email with the new voicemail message attached as a `.wav` file. • `without_attach`: Send a notification email without attaching the new voicemail message.
vm_after_notification	No	String	How to deal with the voicemail message after sending an email to notify the extension. **Valid value**: • `no`: Keep the voicemail message in mailbox as unread. • `mark_read`: Keep the voicemail message in mailbox as read. • `delete`: Delete the voicemail message. **Note:** This value is supported only when `new_vm_notification` is set to `with_attach`.
enb_vm_play_datetime	No	Integer	Whether to announce the message arrival time before playing the voicemail message. • `0`: Disabled • `1`: Enabled

Parameter	Required	Type	Description
vm_play_time_format	No	String	Specify the time format for announcing the message arrival time. **Valid value**: • `follow_system`: Follow the system setting (Set on **System > Date and Time > Display Format > Time Display Format**) • `12-hour`: 12-hour format • `24-hour`: 24-hour format
enb_all_busy_mode_for_endpoints	No	Integer	Whether to forward new incoming calls to the Busy destination when any endpoint registered to the extension is busy on a call. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_all_reject_mode_for_endpoints	No	Integer	Whether to stop ringing other endpoints when an incoming call is rejected on one of the endpoints (with the extension registered). **Valid value**: • `0`: Disable. When an incoming call is rejected on one endpoint, other endpoints still ring. • `1`: Enable. When an incoming call is rejected on one endpoint, other endpoints stop ringing.
dtmf_mode	No	String	DTMF mode. **Valid value**: • `rfc4733`: RFC4733 (RFC2833) • `info`: Info • `inband`: Inband • `auto`: Auto
transport	No	String	Transport protocol. **Valid value**: • `udp`: UDP protocol • `tcp`: TCP protocol

Parameter	Required	Type	Description
			• `tls`: TLS protocol
enb_qualify	No	Integer	Whether to enable Qualify. **Valid value**: • `0`: Disable • `1`: Enable
enb_t38_support	No	Integer	Whether to support T.38 fax. **Valid value**: • `0`: Disable • `1`: Enable
enb_nat	No	Integer	Whether to enable NAT. **Valid value**: • `0`: Disable • `1`: Enable
enb_srtp	No	Integer	Whether to enable SRTP. **Valid value**: • `0`: Disable • `1`: Enable
allow_reg_remotely	No	Integer	Whether to enable remote registration. **Valid value**: • `0`: Disable • `1`: Enable
disable_outb_call	No	Integer	Whether to restrict the extension from making outbound calls. **Valid value**: • `0`: Allow to make outbound calls. • `1`: NOT allowed to make outbound calls.
disable_outb_call_outside_business_hours	No	Integer	Whether to restrict the extension from making outbound calls outside Business Hours. **Valid value**: • `0`: Allow to make outbound calls outside Business Hours.

Parameter	Required	Type	Description
			• `1`: NOT allowed to make outbound calls outside Business Hours.
disable_international_call	No	Integer	Whether to restrict the extension from making international calls. **Valid value**: • `0`: Allow to make international calls. • `1`: NOT allowed to make international calls.
max_outb_call_duration	No	Integer	Specify the maximum call duration of an outbound call made from the extension. **Valid value**: • `-1`: Follow system setting (Set on **PBX Settings > Preferences > Max Call Duration (s)**). • `0`: Unlimited. • Other value: The maximum call duration in seconds (1 - 9999999).
outbound_route_permission	No	Array <Integer>	The unique ID(s) of outbound route(s) that the extension is allowed to use. **Note:** • You can query outbound route's ID using Search Specific Outbound Routes. • Use a comma to separate multiple IDs.
enb_mobile_client	No	Integer	Whether to enable Linkus Mobile Client. **Valid value**: • `0`: Disable • `1`: Enable
enb_desktop_client	No	Integer	Whether to enable Linkus Desktop Client. **Valid value**: • `0`: Disable • `1`: Enable

Parameter	Required	Type	Description
enb_web_client	No	Integer	Whether to enable Linkus Web Client. **Valid value**: • `0`: Disable • `1`: Enable
enb_pad_client	No	Integer	Whether to enable Linkus Pad Client (SDK). **Valid value**: • `0`: Disable • `1`: Enable **Note:** This option takes effect ONLY when you have integrated the Linkus SDK for Android or Linkus SDK for iOS.
linkus_mobile_codec	No	String	Select one or more codecs for Linkus Mobile Client. **Valid value**: • `ulaw` • `alaw` • `ilbc` • `g722` • `g729` • `opus` **Note:** Use comma to separate multiple codecs.
enb_ice	No	String	Whether to enable ICE (Interactive Connectivity Establishment) for Linkus Mobile Client. **Valid value**: • `yes`: Enable ICE. • `no`: Disable ICE.

Parameter	Required	Type	Description
client_conf_list	No	Array <Linkus_Clients_Setting>	The list of the Linkus Clients settings.

Organization_Info

Parameter	Required	Type	Description
value	Yes	String	The unique ID of an organization. **Note:** You can query organization's ID using Get Menu Options.

Presense_Setting

Parameter	Required	Type	Description
status	Yes	String	Extension presence. **Valid value**: • `available`: Available • `away`: Away • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND) • `lunch`: Lunch Break • `off_work`: Off Work
enb_in_always_forward	No	Integer	Whether to always forward internal incoming calls to a specific destination (**Always** condition). **Valid value**: • `0`: Disable • `1`: Enable
in_always_forward_dest	No	String	The destination type for internal call forwarding in **Always** condition. **Valid value**: • `extension`: Extension

Parameter	Required	Type	Description
			• `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
in_always_forward_prefix	No	String	The parameter defines different settings depending on the destination type for internal call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
in_always_forward_value	No	String	The destination for internal call forwarding in **Always** condition. This parameter is **REQUIRED** for the following destination types:

Parameter	Required	Type	Description
			• When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
in_always_forward_num	No	String	The external number of the `external_num` destination for internal call forwarding in **Always** condition.
enb_in_no_answer_forward	No	Integer	Whether to forward internal calls to a specific destination when the calls are not answered (**No Answer** condition). **Valid value**: • `0`: Disable • `1`: Enable

Parameter	Required	Type	Description
in_no_answer_forward_dest	No	String	The destination type for internal call forwarding in **No Answer** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
in_no_answer_forward_prefix	No	String	The parameter defines different settings depending on the destination type for internal call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.

Parameter	Required	Type	Description
in_no_answer_forward_value	No	String	The destination for internal call forwarding in **No Answer** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
in_no_answer_forward_num	No	String	The external number of the `external_num` destination for internal call forwarding in **No Answer** condition.
enb_in_busy_forward	No	Integer	Whether to forward internal calls to a specific destination when the extension is busy (**Busy** condition). **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable • `1`: Enable
in_busy_forward_dest	No	String	The destination type for internal call forwarding in **Busy** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
in_busy_forward_prefix	No	String	The parameter defines different settings depending on the destination type for internal call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play

Parameter	Required	Type	Description
			count of the greeting. The valid value is 1 - 5.
in_busy_forward_value	No	String	The destination for internal call forwarding in **Busy** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
in_busy_forward_num	No	String	The external number of the `external_num` destination for internal call forwarding in **Busy** condition.

Parameter	Required	Type	Description
enb_ex_always_forward	No	Integer	Whether to always forward external calls to a specific destination (**Always** condition). **Valid value**: • `0`: Disable • `1`: Enable
ex_always_forward_dest	No	String	The destination type for external call forwarding in **Always** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
ex_always_forward_prefix	No	String	The parameter defines different settings depending on the destination type for external call forwarding in **Always** condition. • When the destination type is `mobile_number` or `external_num`, the parameter

Parameter	Required	Type	Description
			defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
ex_always_forward_value	No	String	The destination for external call forwarding in **Always** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.

Parameter	Required	Type	Description
ex_always_forward_num	No	String	The external number of the `external_num` destination for external call forwarding in **Always** condition.
enb_ex_no_answer_forward	No	Integer	Whether to forward external calls to a specific destination when the calls are not answered (**No Answer** condition). **Valid value**: • `0`: Disable • `1`: Enable
ex_no_answer_forward_dest	No	String	The destination type for external call forwarding in **No Answer** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding destination value from the extension information.
ex_no_answer_forward_prefix	No	String	The parameter defines different settings depending on the

Parameter	Required	Type	Description
			destination type for external call forwarding in **No Answer** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
ex_no_answer_forward_value	No	String	The destination for external call forwarding in **No Answer** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search Specific Extensions. ◦ You can query the ID of other

Parameter	Required	Type	Description
			destination options using Get Menu Options.
ex_no_answer_forward_num	No	String	The external number of the `external_num` destination for external call forwarding in **No Answer** condition.
enb_ex_busy_forward	No	Integer	Whether to forward external calls to a specific destination when the extension is busy (**Busy** condition). **Valid value**: • `0`: Disable • `1`: Enable
ex_busy_forward_dest	No	String	The destination type for external call forwarding in **Busy** condition. **Valid value**: • `extension`: Extension • `ext_vm`: Extension Voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring Group • `queue`: Queue • `group_vm`: Group Voicemail • `mobile_number`: Mobile Number • `external_num`: External Number • `play_greeting`: Play Greeting then Hang up • `end_call`: Hang Up **Note:** When the destination type is `ext_vm` or `mobile_number`, the system will automatically retrieve the corresponding

Parameter	Required	Type	Description
			destination value from the extension information.
ex_busy_forward_prefix	No	String	The parameter defines different settings depending on the destination type for external call forwarding in **Busy** condition. • When the destination type is `mobile_number` or `external_num`, the parameter defines the dial-out prefix of the external destination number. • When the destination type is `play_greeting`, the parameter defines the play count of the greeting. The valid value is 1 - 5.
ex_busy_forward_value	No	String	The destination for external call forwarding in **Busy** condition. This parameter is **REQUIRED** for the following destination types: • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ivr`, `ring_group`, `queue`, or `group_vm`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. **Note:** ◦ You can query the extension ID using Search

Parameter	Required	Type	Description
			Specific Extensions. ◦ You can query the ID of other destination options using Get Menu Options.
ex_busy_forward_num	No	String	The external number of the `external_num` destination for external call forwarding in **Busy** condition.
ring_timeout	No	Integer	The ringing timeout for incoming calls (**Unit**: Second).
enb_ring_mobile	No	Integer	Whether the mobile phone will ring simultaneously when the extension rings. **Valid value**: • `0`: Disable • `1`: Enable
enb_accept_call_from_rg	No	Integer	Whether to accept incoming calls from ring group when the extension is in specific presence status. **Valid value**: • `0`: Disable • `1`: Enable

Linkus_Clients_Setting

Parameter	Required	Type	Description
id	Yes	Integer	Linkus Client ID. **Note:** You can query extension's Linkus Client ID using Query Information of an Extension.

Parameter	Required	Type	Description
client	Yes	String	The type of Linkus Client for which you want to configure features such as call waiting, auto-answer for paging/intercom calls, or auto-answer for non-paging/intercom calls. **Valid value**: • `linkusmobile`: Linkus Mobile Client • `linkusdesktop`: Linkus Desktop Client • `linkusweb`: Linkus Web Client
enb_call_waiting	No	Integer	Whether to allow the extension to receive another call while already on the phone. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_auto_answer	No	Integer	Whether to automatically answer non-paging/intercom calls. **Valid value**: • `0`: Disabled • `1`: Enabled
auto_answer_delay_time	No	Integer	The delay time before automatically answering non-paging/intercom calls (**Unit**: Second). **Valid value**: 0 - 60 **Note:** `0` indicates that incoming non-paging/intercom calls will be auto-answered immediately.
enb_auto_answer_tone	No	Integer	Whether to alert the extension with a tone when a non-paging/intercom call is automatically answered. **Valid value**: • `0`: Disabled

Parameter	Required	Type	Description
			• `1`: Enabled
enb_auto_answer_paging	No	Integer	Whether to automatically answer paging/intercom calls. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_barge	No	Integer	Whether to automatically answer paging/intercom calls during an active call. **Valid value**: • `0`: Disabled • `1`: Enabled
enb_auto_answer_paging_tone	No	Integer	Whether to alert the extension with a tone when a paging/intercom call is automatically answered. **Valid value**: • `0`: Disabled • `1`: Enabled

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change the outbound route permission of extension 2000 (ID is "39").

```
POST /
openapi/v1.0/extension/update?access_token=5SwyByhbSfsNlpI1v4GtHxEDmKsZwzjQ
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id":39,
    "outbound_route_permission":[69,70,73]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete an Extension

Delete an extension.

Request URL

```
GET {base_url}/{api_path}/extension/delete?id={id}&access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the extension. **Note:** You can query the extension's ID using Search Specific Extensions.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/extension/delete?id=44&access_token=TE5Gk47ajhbePWwAASa5RRVFC7
H3xcFY HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Organization

Query Organization List

Query the organization list.

Request URL

```
GET {base_url}/{api_path}/organization/list?access_token={access_token}
```

Request parameters

Table 7.

Parameter	Required	Type	Description
page	No	String	Define which page is displayed.
page_size	No	String	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: `id`.
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
is_all	No	Integer	Whether to return the complete information. **Valid value**: • `0`: Return the organization information, including the statistics of extensions. • `1`: Return the complete organization information, including the statistics and list of extensions. • `2`: Return the organization information only.

Response parameters

Table 8.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 8. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
organization_list	Array<Organization_List>	The information of the organization.

Organization_List

Table 9.

Parameter	Type	Description
id	Integer	Organization ID.
name	String	Organization name.
parent_id	Integer	Parent organization ID.
order	Integer	The sequence number of the organization.
ext_number	Integer	The total number of extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `0` or `1`.
children	Array<Sub_Organization>	The information of the sub-organization.
ext_list	Array<Integer>	The ID list of the extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `1`.

Sub_Organization

Table 10.

Parameter	Type	Description
id	Integer	Organization ID.
name	String	Organization name.
parent_id	String	Parent organization ID.
order	String	The sequence number of the organization.
ext_number	String	The total number of extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `0` or `1`.
children	Array<Sub_Organization>	The information of the sub-organization.
ext_list	Array<Integer>	The ID list of the extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `1`.

Examples

Request example

```
GET /
openapi/v1.0/organization/list?access_token=GseU7IyuT2nxJQ8NfReyF24rdknvVrO
m&is_all=1 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "organization_list": [
        {
            "id": 1,
            "name": "Yeastar",
            "parent_id": 0,
```

```
            "order": 1,
            "ext_number": 17,
            "children": [
                {
                    "id": 12,
                    "name": "Marketing Center",
                    "parent_id": 1,
                    "order": 1,
                    "ext_number": 14,
                    "children": [
                        {
                            "id": 17,
                            "name": "Tech Support",
                            "parent_id": 12,
                            "order": 1,
                            "ext_number": 8,
                            "ext_list": [
                                75,
                                76,
                                39,
                                77,
                                62,
                                63,
                                65,
                                66
                            ]
                        },
                        {
                            "id": 18,
                            "name": "Training Team",
                            "parent_id": 12,
                            "order": 2,
                            "ext_number": 3,
                            "ext_list": [
                                38,
                                41,
                                57
                            ]
                        },
                        {
                            "id": 13,
                            "name": "Marketing Team",
                            "parent_id": 12,
                            "order": 3,
                            "ext_number": 3,
```

```
                "ext_list": [
                    59,
                    60,
                    61
                ]
            }
        ],
        "ext_list": [
            75,
            76,
            39,
            77,
            62,
            63,
            65,
            66,
            38,
            41,
            57,
            59,
            60,
            61
        ]
    },
    {
        "id": 15,
        "name": "Research & Development Center",
        "parent_id": 1,
        "order": 2,
        "ext_number": 3,
        "children": [
            {
                "id": 21,
                "name": "Test",
                "parent_id": 15,
                "order": 1,
                "ext_number": 1,
                "ext_list": [
                    90
                ]
            }
        ],
        "ext_list": [
            58,
            64,
```

```
                        90
                    ]
                }
            ],
            "ext_list": [
                75,
                76,
                39,
                77,
                62,
                63,
                65,
                66,
                38,
                41,
                57,
                59,
                60,
                61,
                58,
                64,
                90
            ]
        }
    ]
}
```

Search Specific Organizations

Search specific organization(s) from the organization list.

Request URL

```
GET {base_url}/{api_path}/organization/search?access_token={access_token}
```

Request parameters

Table 11.

Parameter	Required	Type	Description
page	No	String	Define which page is displayed.
page_size	No	String	Define how many records per page.
sort_by	No	String	Define the sorting field.

Table 11. (continued)

Parameter	Required	Type	Description
			Valid value: `id`.
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
is_all	No	Integer	Whether to return the complete information. **Valid value**: • `0`: Return the organization information, including the statistics of extensions. • `1`: Return the complete organization information, including the statistics and list of extensions. • `2`: Return the organization information only.
search_value	No	String	Search keyword.

Response parameters

Table 12.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
organization_list	Array<Organization_List>	The information of the organization.

Organization_List

Table 13.

Parameter	Type	Description
id	Integer	Organization ID.
name	String	Organization name.
parent_id	String	Parent organization ID.
order	String	The sequence number of the organization.
ext_number	String	The total number of extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `0` or `1`.
children	Array<Sub_Organization>	The information of the sub-organization.
ext_list	Array<Integer>	The ID list of the extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `1`.

Sub_Organization

Table 14.

Parameter	Type	Description
id	Integer	Organization ID.
name	String	Organization name.
parent_id	String	Parent organization ID.
order	String	The sequence number of the organization.
ext_number	String	The total number of extensions that are included in the organization. **Note:**

Table 14. (continued)

Parameter	Type	Description
		This parameter is only returned when the value of `is_all` is `0` or `1`.
children	Array<Sub_Organization>	The information of the sub-organization.
ext_list	Array<Integer>	The ID list of the extensions that are included in the organization. **Note:** This parameter is only returned when the value of `is_all` is `1`.

Examples

Request example

```
GET /
openapi/v1.0/organization/search?access_token=Q7p2OrTnB3hZkdn4i19gG8T2yHEnq
2kZ&is_all=1 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "organization_list": [
        {
            "id": 1,
            "name": "Yeastar",
            "parent_id": 0,
            "order": 1,
            "ext_number": 21,
            "children": [
                {
                    "id": 2,
                    "name": "Tech support",
                    "parent_id": 1,
                    "order": 1,
                    "ext_number": 6,
```

```
                "children": [
                    {
                        "id": 4,
                        "name": "666",
                        "parent_id": 2,
                        "order": 1,
                        "ext_number": 2,
                        "ext_list": [
                            66,
                            62
                        ]
                    },
                    {
                        "id": 10,
                        "name": "tst",
                        "parent_id": 2,
                        "order": 2,
                        "ext_number": 1,
                        "ext_list": [
                            39
                        ]
                    }
                ],
                "ext_list": [
                    77,
                    75,
                    76,
                    39,
                    66,
                    62
                ]
            },
            {
                "id": 3,
                "name": "Sales",
                "parent_id": 1,
                "order": 2,
                "ext_number": 1,
                "ext_list": [
                    76
                ]
            },
            {
                "id": 6,
                "name": "123",
```

```
                    "parent_id": 1,
                    "order": 3
                },
                {
                    "id": 7,
                    "name": "1pp3",
                    "parent_id": 1,
                    "order": 4
                },
                {
                    "id": 8,
                    "name": "1p99",
                    "parent_id": 1,
                    "order": 5
                }
            ],
            "ext_list": [
                38,
                41,
                57,
                59,
                60,
                61,
                58,
                63,
                64,
                65,
                77,
                75,
                76,
                39,
                66,
                62,
                89,
                90,
                91,
                92,
                93
            ]
        }
    ]
}
```

Query Information of an Organization

Query the detailed information of an organization.

Request URL

```
GET {base_url}/{api_path}/organization/get?access_token={access_token}
```

Request parameters

Table 15.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the organization. **Note:** You can query the organization's ID using Search Specific Organizations.

Response parameters

Table 16.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
organization_info	Object<Organizaiton_Info>	The information of the organization.

Organization_Info

Table 17.

Parameter	Type	Description
id	Integer	Organization ID.
name	String	Organization name.
parent_id	Integer	Parent organization ID.
order	Integer	The sequence number of the organization.

Examples

Request example

```
GET /
openapi/v1.0/organization/get?id=33&access_token=WLHdAu2gbn0eGCrHx0beDZg8CK
1VCQIF HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "organization_info": {
        "id": 33,
        "name": "tech support",
        "parent_id": 1,
        "order": 1
    }
}
```

Query Information of Multiple Organizations

Query the detailed information of multiple organizations at the same time.

Request URL

```
GET {base_url}/{api_path}/organization/query?access_token={access_token}
```

Request parameters

Table 18.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the organization(s). **Note:** • You can query the organization's ID using Search Specific Organizations. • Use a comma to separate multiple IDs.

Response parameters

Table 19.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Organization_Info>	The information of the organization.

Organization_Info

Table 20.

Parameter	Type	Description
id	Integer	Organization ID.
name	String	Organization name.

Table 20. (continued)

Parameter	Type	Description
parent_id	Integer	Parent organization ID.
order	Integer	The sequence number of the organization.

Examples

Request example

```
GET /
openapi/v1.0/organization/query?id=2,3&access_token=e9pSum0Cyndw0aX1MJiYjbJ
XjiGCrhG1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 2,
            "name": "Tech support",
            "parent_id": 1,
            "order": 1
        },
        {
            "id": 3,
            "name": "Sales",
            "parent_id": 1,
            "order": 2
        }
    ]
}
```

Add an Organization

Add a new organization.

Request URL

```
POST {base_url}/{api_path}/organization/create?access_token={access_token}
```

Request parameters

Table 21.

Parameter	Required	Type	Description
name	Yes	String	Organization name.
parent_id	Yes	Integer	Parent organization ID. **Note:** You can query the organization's ID using Search Specific Organizations.

Response parameters

Table 22.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the organization.

Examples

Request example

Add an organization named `UA group` under the root organization.

```
POST /
openapi/v1.0/organization/create?access_token=hlVf2mmJD9A94tLv6PYVmEU3bO8wU
gZx
Host: 192.168.5.150:8088
```

```
Content-Type: application/json

{
    "name": "UA group",
    "parent_id": 1
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 5
}
```

Edit an Organization

Edit an organization.

Request URL

```
POST {base_url}/{api_path}/organization/update?access_token={access_token}
```

Request parameters

Table 23.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the organization. **Note:** You can query the organization's ID using Search Specific Organizations.
name	No	String	Organization name.
parent_id	No	Integer	Parent organization ID. **Note:** You can query the organization's ID using Search Specific Organizations.

Response parameters

Table 24.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change the organization name `UA group` to `Training Team` (ID: 40).

```
POST /
openapi/v1.0/organization/update?access_token=hlVf2mmJD9A94tLv6PYVmEU3bO8wU
gZx
Host: 192.168.5.150:8088
Content-Type: application/json
Content-Length: 47

{
    "id": 40,
    "name":"Training Team"

}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete an Organization

Delete an organization.

Request URL

```
GET {base_url}/{api_path}/
organization/delete?id={id}&access_token={access_token}
```

Request parameters

Table 25.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID f the organization. **Note:** You can query the organization's ID using Search Specific Organizations.

Response parameters

Table 26.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/organization/delete?id=40&access_token=hlVf2mmJD9A94tLv6PYVmEU
3bO8wUgZx HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Trunk

Query Trunk List

Query the PBX trunk list.

Request URL

```
GET {base_url}/{api_path}/trunk/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name` • `type` • `host_port` • `def_outbound_cid` • `username`
order_by	No	String	Define the display order. **Valid value**:

Parameter	Required	Type	Description
			• `asc`: Ascending order • `desc`: Descending order

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of trunk.
data	Array <Trunk_Info>	The information of a trunk.

Trunk_Info

Table 27.

Parameter	Type	Description
id	Integer	Trunk ID.
status	Integer	Trunk status.
name	String	Trunk name.
type	String	Trunk type. • `register` • `peer` • `account` • `FXO` • `BRI` • `E1` • `J1` • `T1` • `GSM`

Table 27. (continued)

Parameter	Type	Description
		• `UMTS` • `LTE` • `CDMA` • `webtrunk`: WebRTC trunk.
host_port	String	Hostname and port.
gsm_signal_level	Integer	GSM signal level. • `1`: Poor signal strength • `2`: Medium signal strength • `3`: Strong signal strength
def_outbound_cid	String	Trunk outbound caller ID.
username	String	Username. **Note:** This field is only available when the trunk type is `register` or `account`.

Trunk status

Table 28.

Status	Description
0	Unknown status.
1	The trunk is idle.
2	The trunk is busy.
3	The SIP trunk is idle and unmonitored.
4	The SIP trunk is registering.
5	The GSM trunk is registering.
11	The FXO trunk failure.
12	No PSTN line plugged in FXO interface.
21	The E1/BRI trunk is unavailable due to incorrect protocol layer configuration.
22	The E1/BRI trunk failure caused by malfunction in the interface/module.
23	The E1/BRI trunk is unavailable as no trunk plugged in.

Table 28. (continued)

Status	Description
31	GSM module failure.
32	GSM trunk module is powered off.
33	No SIM card inserted in GSM module.
34	GSM trunk has no signal.
35	GSM trunk PIN error.
36	GSM cellular network registration failed.
41	SIP register trunk registration failed.
42	SIP trunk is unreachable.
43	SIP account trunk is unavailable.
44	SIP trunk is disabled.

Examples

Request example

```
GET /
openapi/v1.0/trunk/list?page=1&page_size=20&sort_by=id&order_by=asc&access_
token=ibKIdUFs0r7uARhRzrMg8TTOfiZPtaav HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 9,
    "data": [
        {
            "id": 14,
            "status": 23,
            "name": "BRI1-1",
            "type": "BRI",
            "host_port": "Span1-Port1"
        },
        {
            "id": 15,
            "status": 23,
            "name": "BRI1-2",
```

```
            "type": "BRI",
            "host_port": "Span1-Port2"
        },
        {
            "id": 16,
            "status": 33,
            "name": "UMTS1-3",
            "type": "UMTS",
            "host_port": "Span1-Port3",
            "gsm_signal_level": 1
        },
        {
            "id": 17,
            "status": 12,
            "name": "FXO1-7",
            "type": "FXO",
            "host_port": "Span1-Port7"
        },
        {
            "id": 18,
            "status": 12,
            "name": "FXO1-8",
            "type": "FXO",
            "host_port": "Span1-Port8"
        },
        {
            "id": 27,
            "status": 1,
            "name": "peer-to-41",
            "type": "peer",
            "host_port": "112.48.19.183:18211",
            "def_outbound_cid": "13200000092"
        },
        {
            "id": 29,
            "status": 1,
            "name": "account-for-34",
            "type": "account",
            "username": "6708"
        },
        {
            "id": 30,
            "status": 1,
            "name": "cloud-trunking",
            "type": "register",
```

```
            "host_port": "testcloud.clustertest.yeastar.com:5060",
            "username": "6700"
        }
    ]
}
```

Search Specific Trunks

Search specific trunks from the trunk list.

Request URL

```
GET {base_url}/{api_path}/trunk/search?access_token={access_token}
```

Request parameters

Table 29.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name` • `type` • `host_port` • `def_outbound_cid` • `username`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 30.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total of the searched trunk.
data	Array <Trunk_Info>	The information of the trunk.

Trunk_Info

Table 31.

Parameter	Type	Description
id	Integer	Trunk ID.
status	Integer	Trunk status.
name	String	Trunk name.
type	String	Trunk type. • `register` • `peer` • `account` • `FXO` • `BRI` • `E1` • `J1` • `T1` • `GSM` • `UMTS` • `LTE`

Table 31. (continued)

Parameter	Type	Description
		• `CDMA` • `webtrunk`: WebRTC trunk.
host_port	String	Hostname and port.
gsm_signal_level	Integer	GSM signal level. • `1`: Poor signal strength. • `2`: Medium signal strength. • `3`: Strong signal strength.
def_outbound_cid	String	Trunk outbound caller ID.
username	String	Username. **Note:** This field is only available when the trunk type is `register` or `account`.

Trunk status

Table 32.

Status	Description
0	Unknown status.
1	The trunk is idle.
2	The trunk is busy.
3	The SIP trunk is idle and unmonitored.
4	The SIP trunk is registering.
5	The GSM trunk is registering.
11	The FXO trunk failure.
12	No PSTN line plugged in FXO interface.
21	The E1/BRI trunk is unavailable due to incorrect protocol layer configuration.
22	The E1/BRI trunk failure caused by malfunction in the interface/module.
23	The E1/BRI trunk is unavailable as no trunk plugged in.
31	GSM module failure.

Table 32. (continued)

Status	Description
32	GSM trunk module is powered off.
33	No SIM card inserted in GSM module.
34	GSM trunk has no signal.
35	GSM trunk PIN error.
36	GSM cellular network registration failed.
41	SIP register trunk registration failed.
42	SIP trunk is unreachable.
43	SIP account trunk is unavailable.
44	SIP trunk is disabled.

Examples

Request example

Search peer trunk from the trunk list.

```
GET /
openapi/v1.0/trunk/search?search_value=peer&access_token=apz5vsX2UjbOYq1XN9
jhFbc4V20mSVuq HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 27,
            "status": 1,
            "name": "peer-to-41",
            "type": "peer",
            "host_port": "112.48.19.180:18000",
            "def_outbound_cid": "13200000092"
        }
    ]
}
```

Query Information of a Trunk

Query detailed information of a SIP trunk.

Restriction

This interface can only query the detailed information of a SIP trunk.

Request URL

```
GET {base_url}/{api_path}/trunk/get?access_token={access_token}
```

Request parameters

Table 33.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk. **Note:** You can query trunk's ID using Search Specific Trunks.

Response parameters

Register Trunk

Table 34.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Table 34. (continued)

Parameter	Type	Description
		• `FAILURE`: Failed.
data	Array <Trunk_Info>	The detailed information of the trunk.

Trunk_Info

Table 35.

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled. • `0`: Disabled. • `1`: Enabled.
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type. • `register`
transport	String	Transport protocol.
hostname	String	The domain or IP address of the ITSP.
port	Integer	The registration port of the SIP trunk.
domain	String	The domain or IP address of the ITSP.
username	String	The username of the SIP account that is provided by the ITSP.
password	String	The password of the SIP account.
auth_name	String	The authentication name that is provided by the ITSP.
enb_outbound_proxy	Integer	Whether an outbound proxy is enabled. • `0`: Disabled. • `1`: Enabled.
outbound_proxy_server	String	The domain name or IP address of the outbound proxy server.

Table 35. (continued)

Parameter	Type	Description
outbound_proxy_port	Integer	The port of the outbound proxy server.
codec_sel	String	Codec settings of the trunk.
def_outbound_cid	String	Default outbound caller ID.
def_outbound_cid_name	String	Default outbound caller ID name.
outbound_cid_list	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	Integer	Whether the 180 message is forwarded following the peer's SDP presence.
setting_of_sip_and_sdp_ip	String	Whether the default or a custom IP address is used in 'Contact'(SIP) and 'Connection'(SIP) fields.
sip_and_sdp_ip_addr	String	The custom IP address used in 'Contact'(SIP) and 'Connection'(SIP) fields.
force_dod_from	Integer	Whether PBX will ignore the trunk's **From User Part setting** and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. • `0`: Disabled. • `1`: Enabled.
force_sip_uri_scheme	Integer	Whether PBX will forcibly use `sip:` URI scheme instead of `sips:` in registration requests to change SIP transport from encrypted to unencrypted. • `0`: Disabled. • `1`: Enabled.
enb_send_302_on_cf_external	Integer	Whether PBX will return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number.

Table 35. (continued)

Parameter	Type	Description
		• `0`: Disabled. • `1`: Enabled.

OutCaller_Info

Table 36.

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. • `range` • `shared`
outbound_cid	String	The outbound caller ID.
outbound_cid_name	String	The outbound caller ID name.
outbound_cid_to_ext_range	String	The extension range corresponding to the outbound caller ID range. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `range`.
ext_list	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `shared`.
outbound_cid_label	String	The default label of outbound caller ID.
outbound_cid_short_code	String	The short code of outbound caller ID.

Extension_Info

Table 37.

Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.

Table 37. (continued)

Parameter	Type	Description
type	String	An extension or an extension group. • `extension` • `ext_group`
ext_number	String	The number of an extension or the name of an extension group.
ext_name	String	The name of an extension or an extension group.

DID_List

Table 38.

Parameter	Type	Description
id	Integer	The unique ID of a DID entry.
did	String	The DID number associated with the trunk.
did_name	String	The DID name associated with the trunk.

Peer Trunk

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Trunk_Info>	The detailed information of the trunk.

Trunk_Info

Table 39.

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled. • `0`: Disabled • `1`: Enabled
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type. • `peer`
transport	String	Transport protocol.
hostname	String	The domain or IP address of the ITSP.
port	Integer	The registration port of the SIP trunk.
domain	String	The domain or IP address of the ITSP.
codec_sel	String	Codec settings of the trunk.
def_outbound_cid	String	Default outbound caller ID.
def_outbound_cid_name	String	Default outbound caller ID name.
outbound_cid_list	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	Integer	Whether the 180 message is forwarded following the peer's SDP presence.
setting_of_sip_and_sdp_ip	String	Whether the default or a custom IP address is used in 'Contact'(SIP) and 'Connection'(SIP) fields.
sip_and_sdp_ip_addr	String	The custom IP address used in 'Contact'(SIP) and 'Connection'(SIP) fields.
force_dod_from	Integer	Whether PBX will ignore the trunk's **From User Part setting** and forcibly use the extension's selected DOD number in the

Table 39. (continued)

Parameter	Type	Description
		`From` header when the extension selects a specific DOD to make an outbound call. • `0`: Disabled. • `1`: Enabled.
enb_send_302_on_cf_external	Integer	Whether PBX will return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. • `0`: Disabled. • `1`: Enabled.

OutCaller_Info

Table 40.

Parameter	Type	Description
id	Integer	The unique ID of an outbound Caller ID entry.
outbound_cid_option	String	The type of outbound Caller ID. • `range` • `shared`
outbound_cid	String	The outbound caller ID.
outbound_cid_name	String	The outbound caller ID name.
outbound_cid_to_ext_range	String	The extension range corresponding to the outbound caller ID range. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `range`.
ext_list	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `shared`.
outbound_cid_label	String	The default label of outbound caller ID.

Table 40. (continued)

Parameter	Type	Description
outbound_cid_short_code	String	The short code of outbound caller ID.

Extension_Info

Table 41.

Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.
type	String	Whether this is an extension or an extension group. • `extension` • `ext_group`
ext_number	String	The number of an extension or the name of an extension group.
ext_name	String	The name of an extension or an extension group.

DID_List

Table 42.

Parameter	Type	Description
id	Integer	The unique ID of a DID entry.
did	String	The DID number associated with the trunk.
did_name	String	The DID name associated with the trunk.

Account Trunk

Table 43.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 43. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Trunk_Info>	The detailed information of the trunk.

Trunk_Info

Table 44.

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled. • `0`: Disabled • `1`: Enabled
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type. • `account`
transport	String	Transport protocol.
username	String	The user name of the SIP account trunk.
password	String	The password associated with the username.
auth_name	String	The authentication name for a third-party device to register with.
codec_sel	String	Codec settings of the trunk.
def_outbound_cid	String	Default outbound caller ID.

Table 44. (continued)

Parameter	Type	Description
def_outbound_cid_name	String	Default outbound caller ID name.
transparent_trans_180_msg	Integer	Whether the 180 message is forwarded following the peer's SDP presence.
outbound_cid_list	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
force_dod_from	Integer	Whether PBX will ignore the trunk's **From User Part setting** and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. • `0`: Disabled. • `1`: Enabled.
enb_send_302_on_cf_external	Integer	Whether PBX will return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. • `0`: Disabled. • `1`: Enabled.

OutCaller_Info

Table 45.

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. • `range` • `shared`
outbound_cid	String	The outbound caller ID.
outbound_cid_name	String	The outbound caller ID name.
outbound_cid_to_ext_range	String	The extension range corresponding to the outbound caller ID range. **Note:**

Table 45. (continued)

Parameter	Type	Description
		This parameter is displayed only when `outbound_cid_option` is set to `range`.
ext_list	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `shared`.
outbound_cid_label	String	The default label of outbound caller ID.
outbound_cid_short_code	String	The short code of outbound caller ID.

Extension_Info

Table 46.

Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.
type	String	Whether this is an extension or an extension group. • `extension` • `ext_group`
ext_number	String	The number of an extension or the name of an extension group.
ext_name	String	The name of an extension or extension group.

Examples

Request example

Query the information of a trunk (ID: "8").

```
GET /
openapi/v1.0/trunk/get?id=8&access_token=lLWhMzGKmWFQ4gNztelxaRq9voCj9PaU&
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 8,
        "name": "Local_Calls",
        "enable": 1,
        "country": "general",
        "type": "register",
        "transport": "udp",
        "hostname": "abc.provider.com",
        "port": 5060,
        "domain": "abc.provider.com",
        "username": "6701",
        "password": "0T9crrZ0gx",
        "auth_name": "mubJwYEWs9",
        "enb_outbound_proxy": 0,
        "outbound_proxy_server": "",
        "outbound_proxy_port": 0,
        "codec_sel": "ulaw,alaw,g729",
        "def_outbound_cid": "",
        "def_outbound_cid_name": "",
        "outbound_cid_list": [
            {
                "id": 11,
                "outbound_cid_option": "shared",
                "outbound_cid": "5503302",
                "outbound_cid_name": "Sales",
                "ext_list": [
                    {
                        "ext_number": "Sales",
                        "ext_name": "Sales",
                        "type": "ext_group",
                        "id": 7
                    }
                ],
               "outbound_cid_label": "Yeastar Sales",
               "outbound_cid_short_code": "123"
            }
        ],
        "did_list": [
            {
                "id": 8,
                "did": "5503300",
```

```
                "did_name": "Sales"
            }
        ],
        "transparent_trans_180_msg": 0,
       "setting_of_sip_and_sdp_ip": "default",
       "sip_and_sdp_ip_addr": "",
       ,
        "force_dod_from": 1,
        "enb_send_302_on_cf_external": 0
    }
}
```

Query Information of Multiple Trunks

Query detailed information of multiple SIP trunks.

Restriction

This interface can only query the detailed information of SIP trunks.

Request URL

```
GET {base_url}/{api_path}/trunk/query?access_token={access_token}
```

Request parameters

Table 47.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of trunk(s). **Note:** • You can query trunk's ID using Search Specific Trunks. • Use a comma to separate the IDs.

Response parameters

Register Trunk

Table 48.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Trunk_Info>	The detailed information of the trunk.

Trunk_Info

Table 49.

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled. • `0`: Disabled • `1`: Enabled
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type. • `register`
transport	String	Transport protocol.
hostname	String	The domain or IP address of the ITSP.
port	Integer	The registration port of the SIP trunk.
domain	String	The domain or IP address of the ITSP.

Table 49. (continued)

Parameter	Type	Description
username	String	The username of the SIP account that is provided by the ITSP.
password	String	The password of the SIP account.
auth_name	String	The authentication name that is provided by the ITSP.
enb_outbound_proxy	Integer	Whether an outbound proxy is enabled. • `0`: Disabled • `1`: Enabled
outbound_proxy_server	String	The domain name or IP address of the outbound proxy server.
outbound_proxy_port	Integer	The port of the outbound proxy server.
codec_sel	String	Codec settings of the trunk.
def_outbound_cid	String	Default outbound caller ID.
def_outbound_cid_name	String	Default outbound caller ID name.
outbound_cid_list	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	Integer	Whether the 180 message is forwarded following the peer's SDP presence.
setting_of_sip_and_sdp_ip	String	Whether the default or a custom IP address is used in 'Contact'(SIP) and 'Connection'(SIP) fields.
sip_and_sdp_ip_addr	String	The custom IP address used in 'Contact'(SIP) and 'Connection'(SIP) fields.
force_dod_from	Integer	Whether PBX will ignore the trunk's **From User Part setting** and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. • `0`: Disabled. • `1`: Enabled.

Table 49. (continued)

Parameter	Type	Description
force_sip_uri_scheme	Integer	Whether PBX will forcibly use `sip:` URI scheme instead of `sips:` in registration requests to change SIP transport from encrypted to unencrypted. • `0`: Disabled. • `1`: Enabled.
enb_send_302_on_cf_external	Integer	Whether PBX will return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. • `0`: Disabled. • `1`: Enabled.

OutCaller_Info

Table 50.

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. • `range` • `shared`
outbound_cid	String	The outbound caller ID.
outbound_cid_name	String	The outbound caller ID name.
outbound_cid_to_ext_range	String	The extension range corresponding to the outbound caller ID range. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `range`.
ext_list	Array <Extension_Info>	The information of the associated extensions. **Note:**

Table 50. (continued)

Parameter	Type	Description
		This parameter is displayed only when `outbound_cid_option` is set to `shared`.
outbound_cid_label	String	The default label of outbound caller ID.
outbound_cid_short_code	String	The short code of outbound caller ID.

Extension_Info

Table 51.

Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.
type	String	An extension or an extension group. • `extension` • `ext_group`
ext_number	String	The number of an extension or the name of an extension group.
ext_name	String	The name of an extension or an extension group.

DID_List

Table 52.

Parameter	Type	Description
id	Integer	The unique ID of a DID entry.
did	String	The DID number associated with the trunk.
did_name	String	The DID name associated with the trunk.

Peer Trunk

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Trunk_Info>	The detailed information of the trunk.

Trunk_Info

Table 53.

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled. • `0`: Disabled • `1`: Enabled
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type. • `peer`
transport	String	Transport protocol.
hostname	String	The domain or IP address of the ITSP.
port	Integer	The registration port of the SIP trunk.
domain	String	The domain or IP address of the ITSP.
codec_sel	String	Codec settings of the trunk.
def_outbound_cid	String	Default outbound caller ID.
def_outbound_cid_name	String	Default outbound caller ID name.

Table 53. (continued)

Parameter	Type	Description
outbound_cid_list	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	Integer	Whether the 180 message is forwarded following the peer's SDP presence.
setting_of_sip_and_sdp_ip	String	Whether the default or a custom IP address is used in 'Contact'(SIP) and 'Connection'(SIP) fields.
sip_and_sdp_ip_addr	String	The custom IP address used in 'Contact'(SIP) and 'Connection'(SIP) fields.
force_dod_from	Integer	Whether PBX will ignore the trunk's **From User Part setting** and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. • `0`: Disabled. • `1`: Enabled.
enb_send_302_on_cf_external	Integer	Whether PBX will return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. • `0`: Disabled. • `1`: Enabled.

OutCaller_Info

Table 54.

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. • `range` • `shared`
outbound_cid	String	The outbound caller ID.

Table 54. (continued)

Parameter	Type	Description
outbound_cid_name	String	The outbound caller ID name.
outbound_cid_to_ext_range	String	The extension range corresponding to the outbound caller ID range. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `range`.
ext_list	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `shared`.
outbound_cid_label	String	The default label of outbound caller ID.
outbound_cid_short_code	String	The short code of outbound caller ID.

Extension_Info

Table 55.

Parameter	Type	Description
id	Integer	The unique ID an extension or an extension group.
type	String	Whether this is an extension or an extension group. • `extension` • `ext_group`
ext_number	String	The number of an extension or the name of an extension group.
ext_name	String	The name of an extension or an extension group.

DID_List

Table 56.

Parameter	Type	Description
id	Integer	The unique ID of a DID entry.
did	String	The DID number associated with the trunk.
did_name	String	The DID name associated with the trunk.

Account Trunk

Table 57.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Trunk_Info>	The detailed information of the trunk.

Trunk_Info

Table 58.

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled. • `0`: Disabled • `1`: Enabled
country	String	The country of the ITSP.

Table 58. (continued)

Parameter	Type	Description
itsp	String	ITSP.
type	String	Trunk type. • `account`
transport	String	Transport protocol.
username	String	The user name of the SIP account trunk.
password	String	The password associated with the username.
auth_name	String	The authentication name for a third-party device to register with.
codec_sel	String	Codec settings of the trunk.
def_outbound_cid	String	Default outbound caller ID.
def_outbound_cid_name	String	Default outbound caller ID name.
outbound_cid_list	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
transparent_trans_180_msg	Integer	Whether the 180 message is forwarded following the peer's SDP presence.
force_dod_from	Integer	Whether PBX will ignore the trunk's **From User Part setting** and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. • `0`: Disabled. • `1`: Enabled.
enb_send_302_on_cf_external	Integer	Whether PBX will return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. • `0`: Disabled. • `1`: Enabled.

OutCaller_Info

Table 59.

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. • `range` • `shared`
outbound_cid	String	The outbound caller ID.
outbound_cid_name	String	The outbound caller ID name.
outbound_cid_to_ext_range	String	The extension range corresponding to the outbound caller ID range. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `range`.
ext_list	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is displayed only when `outbound_cid_option` is set to `shared`.
outbound_cid_label	String	The default label of outbound caller ID.
outbound_cid_short_code	String	The short code of outbound caller ID.

Extension_Info

Table 60.

Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.
type	String	Whether this is an extension or an extension group. • `extension` • `ext_group`
ext_number	String	The number of an extension or the name of an extension group.

Table 60. (continued)

Parameter	Type	Description
ext_name	String	The name of an extension or extension group.

Examples

Request example

```
GET /
openapi/v1.0/trunk/query?ids=8,12&access_token=47I1W4RwMGyDYlXfdymHUqFesJF6
QIwi HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 8,
            "name": "Local_Calls",
            "enable": 1,
            "country": "general",
            "type": "register",
            "transport": "udp",
            "hostname": "abc.provider.com",
            "port": 5060,
            "domain": "abc.provider.com",
            "username": "6701",
            "password": "0T9crrZ0gx",
            "auth_name": "mubJwYEWs9",
            "enb_outbound_proxy": 0,
            "outbound_proxy_server": "",
            "outbound_proxy_port": 0,
            "codec_sel": "ulaw,alaw,g729",
            "def_outbound_cid": "",
            "def_outbound_cid_name": "",
            "outbound_cid_list": [
                {
                    "id": 11,
                    "outbound_cid_option": "shared",
                    "outbound_cid": "5503302",
                    "outbound_cid_name": "Yeastar Sales",
```

```
                    "ext_list": [
                        {
                            "ext_number": "Yeastar Sales",
                            "ext_name": "Yeastar Sales",
                            "type": "ext_group",
                            "id": 7
                        }
                    ],
                    "outbound_cid_label": "Yeastar Sales",
                    "outbound_cid_short_code": "123"
                }
            ],
            "did_list": [
                {
                    "id": 8,
                    "did": "5503300",
                    "did_name": "Yeastar"
                }
            ],
            "transparent_trans_180_msg": 0,
           "setting_of_sip_and_sdp_ip": "default",
           "sip_and_sdp_ip_addr": "",
           ,
            "force_dod_from": 1,
            "enb_send_302_on_cf_external": 1
        },
        {
            "id": 12,
            "name": "ToPAE",
            "enable": 1,
            "country": "general",
            "type": "account",
            "transport": "udp",
            "hostname": "",
            "port": 0,
            "domain": "",
            "username": "6700",
            "password": "HSkQfXVg5V",
            "auth_name": "y7H9V8oFv1",
            "enb_outbound_proxy": 0,
            "outbound_proxy_server": "",
            "outbound_proxy_port": 0,
            "codec_sel": "ulaw,alaw,g729",
            "def_outbound_cid": "5502200",
            "def_outbound_cid_name": "Yeastar Hotline",
```

```
            "transparent_trans_180_msg": 0,
            "outbound_cid_list": [
                {
                    "id": 13,
                    "outbound_cid_option": "shared",
                    "outbound_cid": "5502201",
                    "outbound_cid_name": "Yeastar Test",
                    "ext_list": [
                        {
                            "ext_number": "Default_All_Extensions",
                            "ext_name": "Default_All_Extensions",
                            "type": "ext_group",
                            "id": 1
                        }
                    ],
                  "outbound_cid_label": "tech support",
                  "outbound_cid_short_code": "124"
                },
                {
                    "id": 15,
                    "outbound_cid_option": "range",
                    "outbound_cid": "5503301-5503302",
                    "outbound_cid_name": "",
                    "outbound_cid_to_ext_range": "1001-1002",
                    "outbound_cid_label": "",
                    "outbound_cid_short_code": ""
                }
            ],
            "force_dod_from": 1,
            "enb_send_302_on_cf_external": 0
        }
    ]
}
```


Query ITSP of SIP Trunks

Query the supported ITSP of SIP trunks.

Request URL

```
GET {base_url}/{api_path}/trunk/itsp_list?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query the ITSP list.

Response parameters

Table 61.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<ITSP_Info>	The detailed information of the ITSP.
total_number	Integer	The total number of the ITSP.

ITSP_Info

Table 62.

Parameter	Type	Description
id	Integer	The ID of the ITSP.
country	String	The country of the ITSP.
name	String	The name of the ITSP.

Examples

Request example

```
GET /
openapi/v1.0/trunk/itsp_list?access_token=jXZawQilY8ezV9eGLX3J1TYb4LiknadJ
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 64,
            "country": "United States",
            "name": "Test"
        },
        {
            "id": 65,
            "country": "Germany",
            "name": "Deutsche Telefon Standard"
        },
        {
            "id": 66,
            "country": "Canada",
            "name": "United Cloud"
        },
        {
            "id": 67,
            "country": "Belgium",
            "name": "Intellinet"
        },
        {
            "id": 68,
            "country": "Belgium",
            "name": "Intellinet2"
        },
        {
            "id": 69,
            "country": "Canada",
            "name": "HELIATEL Premium"
        },
        {
            "id": 70,
            "country": "Canada",
            "name": "RingOffice"
        },
        {
            "id": 71,
            "country": "Canada",
            "name": "VoIP.ms"
```

```
        },
        {
            "id": 72,
            "country": "Croatia",
            "name": "SignumTEL"
        },
        {
            "id": 73,
            "country": "France",
            "name": "TELECOM OBJECT"
        }

    ],
    "total_number": 10
}
```

Add a SIP Trunk

Add and configure a SIP trunk.

Request URL

```
POST {base_url}/{api_path}/trunk/create?access_token={access_token}
```

Request parameters

Send different request parameters according to different types of SIP trunk.

- Add a Register trunk
- Add a Peer trunk
- Add an Account trunk

Add a Register trunk

Table 63.

Parameter	Required	Type	Description
name	Yes	String	Trunk name.
enable	No	Integer	Whether to enable the trunk. **Valid value**: • `0`: Disable • `1`: Enable

Table 63. (continued)

Parameter	Required	Type	Description
country	Yes	String	The country of the ITSP. **Note:** You can query the desired ITSP using Query ITSP of SIP Trunks.
itsp	No	String	The name of the ITSP. **Note:** You can query the desired ITSP using Query ITSP of SIP Trunks.
type	Yes	String	Trunk type. **Valid value**: `register`
transport	Yes	String	Transport protocol. **Valid value**: • `udp` • `tcp` • `tls` • `dnsnaptr`
hostname	Yes	String	The domain or IP address of the ITSP.
port	Yes	Integer	The registration port of the SIP trunk.
domain	Yes	String	The domain or IP address of the ITSP.
username	Yes	String	The username of the SIP account that is provided by the ITSP.
password	Yes	String	The password of the SIP account.
auth_name	Yes	String	The authentication name that is provided by the ITSP.
enb_outbound_proxy	No	Integer	Whether to enable an outbound proxy. **Valid value**: • `0`: Disable • `1`: Enable
outbound_proxy_server	No	String	The domain name or IP address of the outbound proxy server.

Table 63. (continued)

Parameter	Required	Type	Description
outbound_proxy_port	No	Integer	The port of the outbound proxy server.
codec_sel	Yes	String	Codec settings of the trunk. **Valid value**: • `ulaw` • `alaw` • `g729` • `gsm` • `h264` • `h263` • `h263p` • `ilbc` • `g722` • `g726` • `speex` • `adpcm` • `mpeg4` • `vp8` • `opus`
def_outbound_cid	No	String	Default outbound caller ID.
def_outbound_cid_name	No	String	Default outbound caller ID name.
outbound_cid_list	No	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	No	Integer	Whether to forward the 180 message following the peer's SDP presence. **Valid value**: • `0`: Disable • `1`: Enable
setting_of_sip_and_sdp_ip	No	String	Whether to use the default or a custom IP address in 'Contact'(SIP) and 'Connection'(SIP) fields.

Table 63. (continued)

Parameter	Required	Type	Description
			Valid value: • `default` • `custom`
sip_and_sdp_ip_addr	No	String	The custom IP address to be used in 'Contact'(SIP) and 'Connection(SIP)' fields. **Note:** This parameter is required when `setting_of_sip_and_sdp_ip` is set to `custom`.
force_sip_uri_scheme	No	Integer	Whether to forcibly use `sip:` URI scheme instead of `sips:` in registration requests to change SIP transport from encrypted to unencrypted. **Note:** This parameter is only available for register trunk when `transport` is set to `tls` or `dnsnaptr`. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_send_302_on_cf_external	No	Integer	Whether to return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. **Valid value**: • `0`: Disable. • `1`: Enable.

OutCaller_Info

Table 64.

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. **Valid value**:

Table 64. (continued)

Parameter	Required	Type	Description
			• `range` • `shared`
outbound_cid_short_code	No	String	The short code of the outbound caller ID. This code can be used together with the DOD prefix feature code to perform specific operations, such as setting a specific DOD to default, or selecting a DOD to call out without changing the default DOD. **Note:** This parameter is only available when `outbound_cid_option` is set to `shared`, and the code MUST be unique within the system.
outbound_cid	Yes	String	The outbound caller ID. **Note:** • Only digits, uppercase and lowercase letters, and the characters `-`, `+`, `*`, `#` are allowed. The maximum length is 31 characters. • When `outbound_cid_option` is set to `range`, the format must be `+XXX-+XXX` or `XXX-XXX`. E.g. `5503301-5503305`, and the start and end numbers must have the same length.

Table 64. (continued)

Parameter	Required	Type	Description
outbound_cid_name	No	String	The outbound caller ID name.
outbound_cid_to_ext_range	No	String	The extension range corresponding to the outbound caller ID range. The format should be `xxx-xxx`. E.g. `5000-5005`. **Note:** This parameter is required when `outbound_cid_option` is set to `range`.
ext_list	No	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is required when `outbound_cid_option` is set to `shared`.
outbound_cid_label	No	String	The default label of the outbound caller ID.

Extension_Info

Table 65.

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. **Valid value**: • `extension` • `ext_group`
ext_number	No	String	The number of an extension or the name of an extension group.
ext_name	No	String	The name of an extension or an extension group.
id	Yes	Integer	The unique ID of an extension or an extension group.

DID_List

Table 66.

Parameter	Required	Type	Description
did	Yes	String	The DID number associated with the trunk.
did_name	No	String	The DID name associated with the trunk.

Add a Peer trunk

Table 67.

Parameter	Required	Type	Description
name	Yes	String	Trunk name.
enable	No	Integer	Whether to enable the trunk. **Valid value**: • `0`: Disable • `1`: Enable
country	Yes	String	The country of the ITSP. **Note:** You can query the desired ITSP using Query ITSP of SIP Trunks.
itsp	No	String	The name of the ITSP. **Note:** You can query the desired ITSP using Query ITSP of SIP Trunks.
type	Yes	String	Trunk type. **Valid value**: • `peer`
transport	Yes	String	Transport protocol. **Valid value**: • `udp` • `tcp` • `tls` • `dnsnaptr`
hostname	Yes	String	The domain or IP address of the ITSP.

Table 67. (continued)

Parameter	Required	Type	Description
port	Yes	Integer	The registration port of the SIP trunk.
domain	Yes	String	The domain or IP address of the ITSP.
codec_sel	Yes	String	Codec settings of the trunk. **Valid value**: • `ulaw` • `alaw` • `g729` • `gsm` • `h264` • `h263` • `h263p` • `ilbc` • `g722` • `g726` • `speex` • `adpcm` • `vp8` • `opus`
def_outbound_cid	No	String	Default outbound caller ID.
def_outbound_cid_name	No	String	Default outbound caller ID name.
outbound_cid_list	No	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	No	Integer	Whether to forward the 180 message following the peer's SDP presence. **Valid value**: • `0`: Disable • `1`: Enable
setting_of_sip_and_sdp_ip	No	String	Whether to use the default or a custom IP address in 'Contact'(SIP) and 'Connection'(SIP) fields. **Valid value**:

Table 67. (continued)

Parameter	Required	Type	Description
			• `default` • `custom`
sip_and_sdp_ip_addr	No	String	The custom IP address to be used in 'Contact'(SIP) and 'Connection(SIP)' fields. **Note:** This parameter is required when `setting_of_sip_and_sdp_ip` is set to `custom`.
enb_send_302_on_cf_external	No	Integer	Whether to return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. **Valid value**: • `0`: Disable. • `1`: Enable.

OutCaller_Info

Table 68.

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound Caller ID. **Valid value**: • `range` • `shared`
outbound_cid_short_code	No	String	The short code of the outbound caller ID. This code can be used together with the DOD prefix feature code to perform specific operations, such as setting a specific DOD to default, or selecting a DOD to call out without changing the default DOD. **Note:** This parameter is only available when

Table 68. (continued)

Parameter	Required	Type	Description
			`outbound_cid_option` is set to `shared`, and the code MUST be unique within the system.
outbound_cid	Yes	String	The outbound caller ID. **Note:** • Only digits, uppercase and lowercase letters, and the characters `-`, `+`, `*`, `#` are allowed. The maximum length is 31 characters. • When `outbound_cid_option` is set to `range`, the format must be `+XXX-+XXX` or `XXX-XXX`. E.g. `5503301-5503305`, and the start and end numbers must have the same length.
outbound_cid_name	No	String	The outbound Caller ID name.
outbound_cid_to_ext_range	No	String	The extension range corresponding to the outbound caller ID range. The format should be `XXX-XXX`. E.g. `5000-5005`. **Note:** This parameter is required when `outbound_cid_option` is set to `range`.

Table 68. (continued)

Parameter	Required	Type	Description
ext_list	No	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is required when `outbound_cid_option` is set to `shared`.
outbound_cid_label	No	String	The default label of the outbound caller ID.

Extension_Info

Table 69.

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. **Valid value**: • `extension` • `ext_group`
ext_number	No	String	The number of an extension or the name of an extension group.
ext_name	No	String	The name of an extension or an extension group.
id	Yes	Integer	The unique ID of an extension or an extension group.

DID_List

Table 70.

Parameter	Required	Type	Description
did	Yes	String	The DID number associated with the trunk.
did_name	No	String	The DID name associated with the trunk.

Add an Account trunk

Table 71.

Parameter	Required	Type	Description
name	Yes	String	Trunk name.
enable	No	Integer	Whether to enable the trunk. **Valid value**: • `0`: Disable • `1`: Enable
country	Yes	String	The country of the ITSP. **Note:** You can query the desired ITSP using Query ITSP of SIP Trunks.
itsp	No	String	The name of the ITSP. **Note:** You can query the desired ITSP using Query ITSP of SIP Trunks.
type	Yes	String	Trunk type. **Valid value**: `account`
transport	Yes	String	Transport protocol. **Valid value**: • `udp` • `tcp` • `tls`
username	Yes	String	The user name of the SIP account trunk.
password	Yes	String	The password associated with the user name.
auth_name	Yes	String	The authentication name for a third-party device to register with.
codec_sel	Yes	String	Codec settings of the trunk. **Valid value**: • `ulaw` • `alaw` • `g729` • `gsm` • `h264`

Table 71. (continued)

Parameter	Required	Type	Description
			• `h263` • `h263p` • `ilbc` • `g722` • `g726` • `speex` • `adpcm` • `mpeg4` • `vp8` • `opus`
def_outbound_cid	No	String	Default outbound caller ID.
def_outbound_cid_name	No	String	Default outbound caller ID name.
outbound_cid_list	No	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
transparent_trans_180_msg	No	Integer	Whether to forward the 180 message following the peer's SDP presence. **Valid value**: • `0`: Disable • `1`: Enable
enb_send_302_on_cf_external	No	Integer	Whether to return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. **Valid value**: • `0`: Disable. • `1`: Enable.

OutCaller_Info

Table 72.

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. **Valid value**: • `range`

Table 72. (continued)

Parameter	Required	Type	Description
			• `shared`
outbound_cid_short_code	No	String	The short code of the outbound caller ID. This code can be used together with the DOD prefix feature code to perform specific operations, such as setting a specific DOD to default, or selecting a DOD to call out without changing the default DOD. **Note:** This parameter is only available when `outbound_cid_option` is set to `shared`, and the code MUST be unique within the system.
outbound_cid	Yes	String	The outbound caller ID. **Note:** • Only digits, uppercase and lowercase letters, and the characters `-`, `+`, `*`, `#` are allowed. The maximum length is 31 characters. • When `outbound_cid_option` is set to `range`, the format must be `+XXX-+XXX` or `XXX-XXX`. E.g. `5503301-5503305`, and the start and end numbers must have the same length.

Table 72. (continued)

Parameter	Required	Type	Description
outbound_cid_name	No	String	The outbound caller ID name.
outbound_cid_to_ext_range	No	String	The extension range corresponding to the outbound caller ID range. The format should be `xxx-xxx`. E.g. `5000-5005`. **Note:** This parameter is required when `outbound_cid_option` is set to `range`.
ext_list	No	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is required when `outbound_cid_option` is set to `shared`.
outbound_cid_label	No	String	The default label of the outbound caller ID.

Extension_Info

Table 73.

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. **Valid value**: • `extension` • `ext_group`
ext_number	No	String	The number of an extension or the name of an extension group.
ext_name	No	String	The name of an extension or an extension group.
id	Yes	Integer	The unique ID of an extension or an extension group.

Response parameters

Table 74.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the trunk.

Examples

Request example

Add a register trunk.

```
POST /
openapi/v1.0/trunk/create?access_token=LLTQiARUCJPsBrhTR22RBVCvBJ5xAiFI
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
        "name": "test_Calls",
        "country": "general",
        "type": "register",
        "transport": "dnsnaptr",
        "hostname": "abc.provider.com",
        "port": 5060,
        "domain": "abc.provider.com",
        "username": "6701",
        "password": "aAc1653249",
        "auth_name": "mubJwYEWs9",
        "codec_sel": "ulaw,alaw,g729",
        "def_outbound_cid": "5503300",
        "def_outbound_cid_name": "Yeastar",
```

```
        "outbound_cid_list": [
            {
                "outbound_cid_option": "shared",
                "outbound_cid_short_code": "123"
                "outbound_cid": "5503301",
                "outbound_cid_name": "Yeastar Sales",
                "ext_list": [
                    {
                        "ext_number": "Yeastar Sales",
                        "ext_name": "Yeastar Sales",
                        "type": "ext_group"
                    }
                ],
                "outbound_cid_label":"Yeastar Sales"
            }
        ],
        "did_list": [
            {
                "did": "5503308",
                "did_name": "Yeastar"
            }
        ],
         "transparent_trans_180_msg": 0,
        "setting_of_sip_and_sdp_ip": "default",
        "sip_and_sdp_ip_addr": "",
        ,
         "force_sip_uri_scheme": 0,
         "enb_send_302_on_cf_external": 0
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 19
}
```

Edit a SIP Trunk

Change the settings of a SIP trunk.

Request URL

```
POST {base_url}/{api_path}/trunk/update?access_token={access_token}
```

Request parameters

Send different request parameters according to different types of SIP trunk.

- Edit a Register trunk
- Edit a Peer trunk
- Edit an Account trunk

Edit a Register trunk

Table 75.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk. **Note:** You can query trunk's ID using Search Specific Trunks.
name	No	String	Trunk name.
enable	No	Integer	Whether to enable or disable the trunk. **Valid value**: • `0`: Disabled • `1`: Enabled
transport	No	String	Transport protocol. **Valid value**: • `udp` • `tcp` • `tls` • `dnsnaptr`
hostname	No	String	The domain or IP address of the ITSP.
port	No	Integer	The registration port of the SIP trunk.
domain	No	String	The domain or IP address of the ITSP.
username	No	String	The username of the SIP account that is provided by the ITSP.

Table 75. (continued)

Parameter	Required	Type	Description
password	No	String	The password of the SIP account.
auth_name	No	String	The authentication name that is provided by the ITSP.
enb_outbound_proxy	No	Integer	Whether to enable an outbound proxy. **Valid value**: • `0`: Disable • `1`: Enable
outbound_proxy_server	No	String	The domain name or IP address of the outbound proxy server.
outbound_proxy_port	No	Integer	The port of the outbound proxy server.
codec_sel	No	String	Codec settings of the trunk. **Valid value**: • `ulaw` • `alaw` • `g729` • `gsm` • `h264` • `h263` • `h263p` • `ilbc` • `g722` • `g726` • `speex` • `adpcm` • `mpeg4` • `vp8` • `opus`
def_outbound_cid	No	String	Default outbound caller ID.
def_outbound_cid_name	No	String	Default outbound caller ID name.
outbound_cid_list	No	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.

Table 75. (continued)

Parameter	Required	Type	Description
did_list	No	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	No	Integer	Whether to forward the 180 message following the peer's SDP presence. **Valid value**: • `0`: Disable • `1`: Enable
setting_of_sip_and_sdp_ip	No	String	Whether to use the default or a custom IP address in 'Contact'(SIP) and 'Connection'(SIP) fields. **Valid value**: • `default` • `custom`
sip_and_sdp_ip_addr	No	String	The custom IP address to be used in 'Contact'(SIP) and 'Connection(SIP)' fields. **Note:** This parameter is required when `setting_of_sip_and_sdp_ip` is set to `custom`.
force_dod_from	No	Integer	Whether to ignore the trunk's **From User Part** setting and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. **Valid value** • `0`: Disable. • `1`: Enable.
force_sip_uri_scheme	No	Integer	Whether to forcibly use `sip:` URI scheme instead of `sips:` in registration requests to change SIP transport from encrypted to unencrypted. **Note:**

Table 75. (continued)

Parameter	Required	Type	Description
			This parameter is only available for register trunk when `transport` is set to `tls` or `dnsnaptr`. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_send_302_on_cf_external	No	Integer	Whether to return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. **Valid value**: • `0`: Disable. • `1`: Enable.

OutCaller_Info

Table 76.

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. **Valid value**: • `range` • `shared`
outbound_cid_short_code	No	String	The short code of the outbound caller ID. This code can be used together with the DOD prefix feature code to perform specific operations, such as setting a specific DOD to default, or selecting a DOD to call out without changing the default DOD. **Note:** This parameter is only available when `outbound_cid_option` is set to `shared`, and the code

Table 76. (continued)

Parameter	Required	Type	Description
			MUST be unique within the system.
outbound_cid	Yes	String	The outbound caller ID. **Note:** • Only digits, uppercase and lowercase letters, and the characters `-`, `+`, `*`, `#` are allowed. The maximum length is 31 characters. • When `outbound_cid_option` is set to `range`, the format must be `+XXX-+XXX` or `XXX-XXX`. E.g. `5503301-5503305`, and the start and end numbers must have the same length.
outbound_cid_name	No	String	The outbound caller ID name.
outbound_cid_to_ext_range	No	String	The extension range corresponding to the outbound caller ID range. The format should be `XXX-XXX`. E.g. `5000-5005`. **Note:** This parameter is required when `outbound_cid_option` is set to `range`.
ext_list	No	Array <Extension_Info>	The information of the associated extensions.

Table 76. (continued)

Parameter	Required	Type	Description
			Note: This parameter is required when `outbound_cid_option` is set to `shared`.
outbound_cid_label	No	String	The default label of the outbound caller ID.

Extension_Info

Table 77.

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. **Valid value**: • `extension` • `ext_group`
ext_number	No	String	The number of an extension or the name of an extension group.
ext_name	No	String	The name of an extension or an extension group.
id	Yes	Integer	The unique ID of an extension or an extension group.

DID_List

Table 78.

Parameter	Required	Type	Description
did	Yes	String	The DID number associated with the trunk.
did_name	No	String	The DID name associated with the trunk.

Edit a Peer trunk

Table 79.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk.

Table 79. (continued)

Parameter	Required	Type	Description
			Note: You can query trunk's ID using Search Specific Trunks.
name	No	String	Trunk name.
enable	No	Integer	Whether to enable or disable the trunk. **Valid value**: • `0`: Disable • `1`: Enable
transport	No	String	Transport protocol. **Valid value**: • `udp` • `tcp` • `tls` • `dnsnaptr`
hostname	No	String	The domain or IP address of the ITSP.
port	No	Integer	The registration port of the SIP trunk.
domain	No	String	The domain or IP address of the ITSP.
codec_sel	No	String	Codec settings of the trunk. **Valid value**: • `ulaw` • `alaw` • `g729` • `gsm` • `h264` • `h263` • `h263p` • `ilbc` • `g722` • `g726` • `speex` • `adpcm` • `mpeg4` • `vp8` • `opus`

Table 79. (continued)

Parameter	Required	Type	Description
def_outbound_cid	No	String	Default outbound caller ID.
def_outbound_cid_name	No	String	Default outbound caller ID name.
outbound_cid_list	No	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <DID_List>	DID information associated with the trunk.
transparent_trans_180_msg	No	Integer	Whether to forward the 180 message following the peer's SDP presence. **Valid value**: • `0`: Disable • `1`: Enable
setting_of_sip_and_sdp_ip	No	String	Whether to use the default or a custom IP address in 'Contact'(SIP) and 'Connection'(SIP) fields. **Valid value**: • `default` • `custom`
sip_and_sdp_ip_addr	No	String	The custom IP address to be used in 'Contact'(SIP) and 'Connection(SIP)' fields. **Note:** This parameter is required when `setting_of_sip_and_sdp_ip` is set to `custom`.
force_dod_from	No	Integer	Whether to ignore the trunk's **From User Part** setting and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. **Valid value**

Table 79. (continued)

Parameter	Required	Type	Description
			• `0`: Disable. • `1`: Enable.
enb_send_302_on_cf_external	No	Integer	Whether to return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. **Valid value**: • `0`: Disable. • `1`: Enable.

OutCaller_Info

Table 80.

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. **Valid value**: • `range` • `shared`
outbound_cid_short_code	No	String	The short code of the outbound caller ID. This code can be used together with the DOD prefix feature code to perform specific operations, such as setting a specific DOD to default, or selecting a DOD to call out without changing the default DOD. **Note:** This parameter is only available when `outbound_cid_option` is set to `shared`, and the code MUST be unique within the system.
outbound_cid	Yes	String	The outbound caller ID. **Note:**

Table 80. (continued)

Parameter	Required	Type	Description
			• Only digits, uppercase and lowercase letters, and the characters `-`, `+`, `*`, `#` are allowed. The maximum length is 31 characters. • When `outbound_cid_option` is set to `range`, the format must be `+XXX-+XXX` or `XXX-XXX`. E.g. `5503301-5503305`, and the start and end numbers must have the same length.
outbound_cid_name	No	String	The outbound caller ID name.
outbound_cid_to_ext_range	No	String	The extension range corresponding to the outbound caller ID range. The format should be `XXX-XXX`. E.g. `5000-5005`. **Note:** This parameter is required when `outbound_cid_option` is set to `range`.
ext_list	No	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is required when `outbound_cid_option` is set to `shared`.
outbound_cid_label	No	String	The default label of the outbound caller ID.

Extension_Info

Table 81.

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. **Valid value**: • `extension` • `ext_group`
ext_number	No	String	The number of an extension or the name of an extension group.
ext_name	No	String	The name of an extension or an extension group.
id	Yes	Integer	The unique ID of an extension or an extension group.

DID_List

Table 82.

Parameter	Required	Type	Description
did	Yes	String	The DID number associated with the trunk.
did_name	No	String	The DID name associated with the trunk.

Edit an Account trunk

Table 83.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk. **Note:** You can query trunk's ID using Search Specific Trunks.
name	No	String	Trunk name.
enable	No	Integer	Whether to enable or disable the trunk. **Valid value**: • `0`: Disable

Table 83. (continued)

Parameter	Required	Type	Description
			• `1`: Enable
transport	No	String	Transport protocol. **Valid value**: • `udp` • `tcp` • `tls`
username	No	String	The user name of the SIP account trunk.
password	No	String	The password associated with the username.
auth_name	No	String	The authentication name for a third-party device to register with.
codec_sel	No	String	Codec settings of the trunk. **Valid value**: • `ulaw` • `alaw` • `g729` • `gsm` • `h264` • `h263` • `h263p` • `ilbc` • `g722` • `g726` • `speex` • `adpcm` • `mpeg4` • `vp8` • `opus`
def_outbound_cid	No	String	Default outbound caller ID.
def_outbound_cid_name	No	String	Default outbound caller ID name.
outbound_cid_list	No	Array <OutCaller_Info>	The information of customized outbound caller ID for specific extensions.
transparent_trans_180_msg	No	Integer	Whether to forward the 180 message following the peer's SDP presence.

Table 83. (continued)

Parameter	Required	Type	Description
			Valid value: • `0`: Disable • `1`: Enable
force_dod_from	No	Integer	Whether to ignore the trunk's **From User Part** setting and forcibly use the extension's selected DOD number in the `From` header when the extension selects a specific DOD to make an outbound call. **Valid value** • `0`: Disable. • `1`: Enable.
enb_send_302_on_cf_external	No	Integer	Whether to return a "302 Moved Temporarily" response to the caller when forwarding an inbound call to an external number. **Valid value**: • `0`: Disable. • `1`: Enable.

OutCaller_Info

Table 84.

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. **Valid value**: • `range` • `shared`
outbound_cid_short_code	No	String	The short code of the outbound caller ID. This code can be used together with the DOD prefix feature code to perform specific operations, such as setting a specific DOD to default, or selecting a DOD to call out without changing the default DOD.

Table 84. (continued)

Parameter	Required	Type	Description
			Note: This parameter is only available when `outbound_cid_option` is set to `shared`, and the code MUST be unique within the system.
outbound_cid	Yes	String	The outbound caller ID. **Note:** • Only digits, uppercase and lowercase letters, and the characters `-`, `+`, `*`, `#` are allowed. The maximum length is 31 characters. • When `outbound_cid_option` is set to `range`, the format must be `+XXX-+XXX` or `XXX-XXX`. E.g. `5503301-5503305`, and the start and end numbers must have the same length.
outbound_cid_name	No	String	The outbound caller ID name.
outbound_cid_to_ext_range	No	String	The extension range corresponding to the outbound caller ID range. The format should be `XXX-XXX`. E.g. `5000-5005`. **Note:**

Table 84. (continued)

Parameter	Required	Type	Description
			This parameter is required when `outbound_cid_option` is set to `range`.
ext_list	No	Array <Extension_Info>	The information of the associated extensions. **Note:** This parameter is required when `outbound_cid_option` is set to `shared`.
outbound_cid_label	No	String	The default label of the outbound caller ID.

Extension_Info

Table 85.

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. **Valid value**: • `extension` • `ext_group`
ext_number	No	String	The number of an extension or the name of an extension group.
ext_name	No	String	The name of an extension or an extension group.
id	Yes	Integer	The unique ID of an extension or an extension group.

Response parameters

Table 86.

Parameter	Type	Description
errcode	Integer	Returned error code.

Table 86. (continued)

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change the name of an account trunk (ID: 28) to "test-account-trunking".

```
POST /
openapi/v1.0/trunk/update?access_token=7Vr1qX3sY6UjtocCs9WNLxikkap63Wsy
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
     "id": 28,
     "name": "test-account-trunking"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a SIP Trunk

Delete a SIP trunk.

Request URL

```
GET {base_url}/{api_path}/trunk/delete?id={id}&access_token={access_token}
```

Request parameters

Table 87.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the trunk. **Note:** You can query the trunk's ID using Search Specific Trunks.

Response parameters

Table 88.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/trunk/delete?id=32&access_token=7Vr1qX3sY6UjtocCs9WNLxikkap63W
sy HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Contacts

Query Company Contacts List

Query the company contacts list.

Request URL

```
GET {base_url}/{api_path}/company_contact/list?access_token={access_token}
```

Request parameters

Table 89.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed. **Note:** If this parameter is left blank, the response result will return the first page by default.
page_size	No	Integer	Define how many records per page. **Maximum value**: 10,000 **Note:** If this parameter is left blank, the response result will return 10,000 records per page by default.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `contact_name` • `company` • `email` • `business`

Table 89. (continued)

Parameter	Required	Type	Description
			• `mobile` • `home` • `business_fax`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Table 90.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of company contacts.
data	Array<Contact_Info>	The list of the company contacts' information.

Contact_Info

Table 91.

Parameter	Type	Description
id	Integer	Company contact ID.
contact_name	String	Company contact name.
company	String	Company.
email	String	Email address.

Table 91. (continued)

Parameter	Type	Description
phonebook_list	Array<Phonebook_List>	The list of phonebook to which the company contact belongs.
remark	String	Remark.
business	String	Business number.
business2	String	Business number 2.
mobile	String	Mobile number.
mobile2	String	Mobile number 2.
home	String	Home number.
home2	String	Home number 2.
business_fax	String	Business fax.
home_fax	String	Home fax.
other	String	Other number.

Phonebook_List

Table 92.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.

Examples

Request example

```
GET /
openapi/v1.0/company_contact/list?access_token=DcOjrsEXYM1v2KRkcGvE2RO5n8ex
vuOe HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "data": [
```

```
        {
            "id": 3,
            "contact_name": "Joseph Goffin",
            "company": "Ticketsales",
            "email": "joseph@gmail.com",
            "business": "12354978652",
            "phonebook_list": [
                {
                    "id": 5,
                    "name": "Vendor"
                },
                {
                    "id": 3,
                    "name": "All Company Contacts_Phonebook"
                }
            ]
        },
        {
            "id": 4,
            "contact_name": "Jay Prichett",
            "company": "Closet",
            "email": "jayprichett@icloud.com",
            "business": "001-5503308",
            "mobile": "15735810000",
            "phonebook_list": [
                {
                    "id": 5,
                    "name": "Vendor"
                },
                {
                    "id": 3,
                    "name": "All Company Contacts_Phonebook"
                }
            ]
        },
        {
            "id": 5,
            "contact_name": "Phill  Dunphy",
            "company": "Modern",
            "email": "philclaire@icloud.com",
            "business": "846321645",
            "phonebook_list": [
                {
                    "id": 3,
                    "name": "All Company Contacts_Phonebook"
```

```
                    }
                ]
            }
        ]
}
```

Search Specific Company Contacts

Search specific company contacts from the company contact list.

Request URL

```
GET {base_url}/{api_path}/company_contact/search?access_token={access_token}
```

Request parameters

Table 93.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed. **Note:** If this parameter is left blank, the response result will return the first page by default.
page_size	No	Integer	Define how many records per page. **Maximum value**: 10,000 **Note:** If this parameter is left blank, the response result will return 10,000 records per page by default.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `contact_name` • `company` • `email` • `business` • `mobile` • `home`

Table 93. (continued)

Parameter	Required	Type	Description
			• `business_fax`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 94.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total of the searched company contacts.
data	Array<Contact_Info>	The list of the company contacts' information.

Contact_Info

Table 95.

Parameter	Type	Description
id	Integer	Company contact's ID.
contact_name	String	Company contact's name.
company	String	Company.

Table 95. (continued)

Parameter	Type	Description
email	String	Email address.
phonebook_list	Array<Phonebook_List>	The list of phonebook to which the company contact belongs.
remark	String	Remark.
business	String	Business number.
business2	String	Business number 2.
mobile	String	Mobile number.
mobile2	String	Mobile number 2.
home	String	Home number.
home2	String	Home number 2.
business_fax	String	Business fax.
home_fax	String	Home fax.
other	String	Other number.

Phonebook_List

Table 96.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.

Examples

Request example

```
GET /
openapi/v1.0/company_contact/search?search_value=jay&access_token=9ZG6kC6xo
4EfkVDIvEgtbhED59VVycwH HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
```

```
    "total_number": 1,
    "data": [
        {
            "id": 4,
            "contact_name": "Jay Prichett",
            "company": "Closet",
            "email": "jayprichett@icloud.com",
            "business": "001-5503308",
            "mobile": "15735810000",
            "phonebook_list": [
                {
                    "id": 5,
                    "name": "Vendor"
                },
                {
                    "id": 3,
                    "name": "All Company Contacts_Phonebook"
                }
            ]
        }
    ]
}
```

Query Information of a Company Contact

Query the detailed information of a company contact.

Request URL

```
GET {base_url}/{api_path}/company_contact/get?access_token={access_token}
```

Request parameters

Table 97.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the company contact. **Note:** You can query the company contact's ID using Search Specific Company Contacts.

Response parameters

Table 98.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Contact_DetailInfo>	The detailed information of the company contact.

Contact_DetailInfo

Table 99.

Parameter	Type	Description
id	Integer	The unique ID of the company contact.
first_name	String	First name.
last_name	String	Last name.
company	String	Company.
email	String	Email address.
phonebook_list	Array<Phonebook_List>	The list of phonebook to which the company contact belongs.
remark	String	Remark.
number_list	Array<Number_List>	The list of company contact's numbers.
zip_code	String	ZIP code.
street	String	Street.
city	String	City.
state	String	State.
country	String	Country.

Phonebook_List

Table 100.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.

Number_List

Table 101.

Parameter	Type	Description
num_type	String	Number type. • `business_number` • `business_number2` • `business_fax` • `mobile_number` • `mobile_number2` • `home_number` • `home_number2` • `home_fax` • `other_number`
number	String	Telephone number.

Examples

Request example

```
GET /
openapi/v1.0/company_contact/get?id=4&access_token=6pAmpgdKOOCr1BtI9tCRJpjV
XZPdgLYf HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK

{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "first_name": "Jay",
        "last_name": "Prichett",
```

```
        "email": "jayprichett@icloud.com",
        "company": "Closet",
        "zip_code": "41007",
        "street": "",
        "city": "Baltimore",
        "state": "Kentucky (KY)",
        "country": "United States",
        "number_list": [
            {
                "num_type": "business_number",
                "number": "001-5503308"
            },
            {
                "num_type": "mobile_number",
                "number": "15735810000"
            },
            {
                "num_type": "other_number",
                "number": "001-5503301"
            }
        ],
        "id": 4,
        "phonebook_list": [
            {
                "id": 5,
                "name": "Vendor"
            },
            {
                "id": 3,
                "name": "All Company Contacts_Phonebook"
            }
        ],
        "remark": ""
    }
}
```


Query Information of Multiple Company Contacts

Query the detailed information of multiple company contacts at the same time.

Request URL

```
GET {base_url}/{api_path}/company_contact/query?access_token={access_token}
```

Request parameters

Table 102.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the company contact(s). **Note:** • You can query the company contact's ID using Search Specific Company Contacts. • Use a comma to separate multiple IDs.

Response parameters

Table 103.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Contact_DetailInfo>	The detailed information of the company contact.

Contact_DetailInfo

Table 104.

Parameter	Type	Description
id	Integer	The unique ID of the company contact.
first_name	String	First name.

Table 104. (continued)

Parameter	Type	Description
last_name	String	Last name.
company	String	Company.
email	String	Email address.
phonebook_list	Array<Phonebook_List>	The list of phonebook to which the company contact belongs.
remark	String	Remark.
number_list	Array<Number_List>	The list of contact's numbers.
zip_code	String	ZIP code.
street	String	Street.
city	String	City.
state	String	State.
country	String	Country.

Phonebook_List

Table 105.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.

Number_List

Table 106.

Parameter	Type	Description
num_type	String	Number type. • `business_number` • `business_number2` • `business_fax` • `mobile_number` • `mobile_number2` • `home_number` • `home_number2` • `home_fax`

Table 106. (continued)

Parameter	Type	Description
		• `other_number`
number	String	Telephone number.

Examples

Request example

```
GET /
openapi/v1.0/company_contact/query?id=3,4&access_token=6pAmpgdKOOCr1BtI9tCR
JpjVXZPdgLYf HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK

{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "first_name": "Joseph",
            "last_name": "Goffin",
            "email": "joseph@gmail.com",
            "company": "Ticketsales",
            "zip_code": "",
            "street": "",
            "city": "",
            "state": "",
            "country": "",
            "number_list": [
                {
                    "num_type": "business_number",
                    "number": "12354978652"
                }
            ],
            "id": 3,
            "phonebook_list": [
                {
                    "id": 5,
                    "name": "Vendor"
                },
```

```
                {
                    "id": 3,
                    "name": "All Company Contacts_Phonebook"
                }
            ],
            "remark": ""
        },
        {
            "first_name": "Jay",
            "last_name": "Prichett",
            "email": "jayprichett@icloud.com",
            "company": "Closet",
            "zip_code": "41007",
            "street": "",
            "city": "Baltimore",
            "state": "Kentucky (KY)",
            "country": "United States",
            "number_list": [
                {
                    "num_type": "business_number",
                    "number": "001-5503308"
                },
                {
                    "num_type": "mobile_number",
                    "number": "15735810000"
                },
                {
                    "num_type": "other_number",
                    "number": "001-5503301"
                }
            ],
            "id": 4,
            "phonebook_list": [
                {
                    "id": 5,
                    "name": "Vendor"
                },
                {
                    "id": 3,
                    "name": "All Company Contacts_Phonebook"
                }
            ],
            "remark": ""
        }
    ]
```

```
}
```

Add a Company Contact

Add a new company contact.

Request URL

```
POST {base_url}/{api_path}/company_contact/create?access_token={access_token}
```

Request parameters

Table 107.

Parameter	Required	Type	Description
first_name	Yes	String	First name.
last_name	No	String	Last name.
company	No	String	Company.
email	No	String	Email address.
phonebook_id_list	No	Array<Integer>	The ID(s) of the phonebook to which the contact belongs. **Note:** • You can query the phonebook's ID using Search Specific Phonebooks. • Use a comma to separate multiple IDs.
remark	No	String	Remark.
number_list	Yes	Array<Number_List>	The list of company contact's numbers.
zip_code	No	String	ZIP code.
street	No	String	Street.
city	No	String	City.
state	No	String	State.
country	No	String	Country.

Number_List

Table 108.

Parameter	Type	Description
num_type	String	Number type. • `business_number` • `business_number2` • `business_fax` • `mobile_number` • `mobile_number2` • `home_number` • `home_number2` • `home_fax` • `other_number`
number	String	Telephone number.

Response parameters

Table 109.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the company contact.

Examples

Request example

```
POST /
openapi/v1.0/company_contact/create?access_token=vtkE9as9ILt8D7zd20beBzd8dL
2uTcOL HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "first_name": "Example",
    "last_name": "Li",
    "company": "Yeastar",
    "email": "liexample@icloud.com",
    "phonebook_id_list": [
        5,6
    ],
    "remark": "contact_for_test",
    "zip_code": "361022",
    "street": "Software Park III",
    "city": "Xiamen",
    "state": "",
    "country": "China",
    "number_list": [
        {

            "num_type": "business_number",
            "number": "12333333"
        }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 31
}
```

Edit a Company Contact

Edit the information of a company contact.

Request URL

```
POST {base_url}/{api_path}/company_contact/update?access_token={access_token}
```

Request parameters

Table 110.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the company contact. **Note:** You can query the company contact's ID using Search Specific Company Contacts.
first_name	No	String	First name.
last_name	No	String	Last name.
company	No	String	Company.
email	No	String	Email address.
phonebook_id_list	No	Array<Integer>	The id(s) of the phonebook to which the contact belongs. **Note:** • You can query the phonebook's ID suing Search Specific Phonebooks. • Use a comma to separate multiple IDs.
remark	No	String	Remark.
number_list	No	Array<Number_List>	The list of company contact's numbers.
zip_code	No	String	ZIP code.
street	No	String	Street.
city	No	String	City.
state	No	String	State.
country	No	String	Country.

Number_List

Table 111.

Parameter	Type	Description
num_type	String	Number type. • `business_number` • `business_number2` • `business_fax` • `mobile_number` • `mobile_number2` • `home_number` • `home_number2` • `home_fax` • `other_number`
number	String	Telephone number.

Response parameters

Table 112.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/company_contact/update?access_token=vtkE9as9ILt8D7zd20beBzd8dL
2uTcOL HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
```

```
    "id": 9,
    "number_list": [
        {
            "num_type": "business_number",
            "number": "5503301"
        },

        {
            "num_type": "business_number2",
            "number": "5503302"
        },
        {
            "num_type": "other_number",
            "number": "5503308"
        }
    ]

}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Company Contact

Delete a company contact.

Request URL

```
GET {base_url}/{api_path}/
company_contact/delete?id={id}&access_token={access_token}
```

Request parameters

Table 113.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the company contact. **Note:**

Table 113. (continued)

Parameter	Required	Type	Description
			You can query the company contact's ID using Search Specific Company Contacts.

Response parameters

Table 114.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/company_contact/delete?id=9&access_token=vtkE9as9ILt8D7zd20beB
zd8dL2uTcOL HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Phonebook

Query Phonebook List

Query the Phonebook list.

Request URL

```
GET {base_url}/{api_path}/phonebook/list?access_token={access_token}
```

Request parameters

Table 115.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `name` • `total` • `id`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Table 116.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 116. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of phonebooks.
data	Array<Phonebook_Info>	The list of the phonebook's information.

Phonebook_Info

Table 117.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.
total	Integer	The total of company contacts contained in the phonebook.
member_select	String	The member selection method. • `sel_all`: All company contacts are selected. • `sel_specific`: Specific company contacts are selected.

Examples

Request example

```
GET /
openapi/v1.0/phonebook/list?access_token=go18MODkNUAOReyKCnKzm6HEr6qTD1Pq
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
```

```
    "data": [
        {
            "id": 3,
            "name": "All Company Contacts_Phonebook",
            "total": 7,
            "member_select": "sel_all"
        },
        {
            "id": 5,
            "name": "Vendor",
            "total": 6,
            "member_select": "sel_specific"
        }
    ]
}
```

Search Specific Phonebooks

Search specific phonebooks from the phonebook list.

Request URL

```
GET {base_url}/{api_path}/phonebook/search?access_token={access_token}
```

Request parameters

Table 118.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `name` • `total` • `id`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Table 118. (continued)

Parameter	Required	Type	Description
search_value	No	String	Search keyword.

Response parameters

Table 119.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total of the searched phonebooks.
data	Array<Phonebook_Info>	The list of the Phonebook's information.

Phonebook_Info

Table 120.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.
total	Integer	The total of company contacts contained in the phonebook.
member_select	String	The member selection method. • `sel_all`: All company contacts are selected. • `sel_specific`: Specific company contacts are selected.

Examples

Request example

```
GET /
openapi/v1.0/phonebook/search?search_value=vendor&access_token=go18MODkNUAO
ReyKCnKzm6HEr6qTD1Pq HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 5,
            "name": "Vendor",
            "total": 6,
            "member_select": "sel_specific"
        }
    ]
}
```

Query Information of a Phonebook

Query the detailed information of a phonebook.

Request URL

```
GET {base_url}/{api_path}/phonebook/get?access_token={access_token}
```

Request parameters

Table 121.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the phonebook. **Note:**

Table 121. (continued)

Parameter	Required	Type	Description
			You can query the phonebook's ID using Search Specific Phonebooks.

Response parameters

Table 122.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Phonebook_DetailInfo>	The list of the phonebook's detailed information.

Phonebook_DetailInfo

Table 123.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.
member_select	String	The member selection method. • `sel_all`: All company contacts are selected. • `sel_specific`: Specific company contacts are selected.
contacts_list	Array<Contacts_List>	The list of company contact's information.

Table 123. (continued)

Parameter	Type	Description
total	Integer	The total of company contacts contained in the phonebook.

Contacts_List

Table 124.

Parameter	Type	Description
id	Integer	The unique ID of the company contact.
contact_name	String	The name of the company contact.
company	String	Company.
email	String	Email address.
business	String	Business number.
business2	String	Business number 2.
mobile	String	Mobile number.
mobile2	String	Mobile number 2.
home	String	Home number.
home2	String	Home number 2.
home_fax	String	Home fax.
business_fax	String	Business fax.
other	String	Other number.
remark	String	Remark.

Examples

Request example

```
GET /
openapi/v1.0/phonebook/get?id=5&access_token=go18MODkNUAOReyKCnKzm6HEr6qTD1
Pq HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
```

```
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 5,
        "name": "Vendor",
        "member_select": "sel_specific",
        "contacts_list": [
            {
                "id": 3,
                "contact_name": "Joseph Goffin",
                "company": "Ticketsales",
                "email": "joseph@gmail.com",
                "business": "12354978652"
            },
            {
                "id": 4,
                "contact_name": "Jay Prichett",
                "company": "Closet",
                "email": "jayprichett@icloud.com",
                "business": "001-5503308",
                "mobile": "15735810000"
            },
            {
                "id": 8,
                "contact_name": "Test P-Series",
                "company": "Yeastar",
                "email": "test@icloud.com",
                "business": "12333333",
                "remark": "contact_for_test"
            },
            {
                "id": 10,
                "contact_name": "P-Series",
                "company": "Yeastar",
                "email": "test@icloud.com",
                "business": "5503301",
                "remark": "contact_for_test"
            },
            {
                "id": 11,
                "contact_name": "Example Li",
                "company": "Yeastar",
                "email": "liexample@icloud.com",
                "business": "12333333",
```

```
                "remark": "contact_for_test"
            },
            {
                "id": 29,
                "contact_name": "Test-contact",
                "business": "55667788"
            },
            {
                "id": 30,
                "contact_name": "Test-contact2",
                "business": "9910101111"
            },
            {
                "id": 32,
                "contact_name": "Test-contact3",
                "company": "Yeastar",
                "email": "testcontact@126.com",
                "business": "1235555999"
            }
        ],
        "total": 8
    }
}
```


Query Information of Multiple Phonebooks

Query the detailed information of multiple phonebooks at the same time.

Request URL

```
GET {base_url}/{api_path}/phonebook/query?access_token={access_token}
```

Request parameters

Table 125.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the phonebook(s). **Note:** • You can query the phonebook's ID using Search Specific Phonebooks.

Table 125. (continued)

Parameter	Required	Type	Description
			• Use a comma to separate multiple IDs.

Response parameters

Table 126.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Phonebook_DetailInfo>	The list of the phonebook's detailed information.

Phonebook_DetailInfo

Table 127.

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.
member_select	String	The member selection method. • `sel_all`: All company contacts are selected. • `sel_specific`: Specific company contacts are selected.

Table 127. (continued)

Parameter	Type	Description
contacts_list	Array<Contacts_List>	The list of company contact's information.
total	Integer	The total of company contacts contained in the phonebook.

Contacts_List

Table 128.

Parameter	Type	Description
id	Integer	The unique ID of the company contact.
contact_name	String	The name of the company contact.
company	String	Company.
email	String	Email address.
business	String	Business number.
business2	String	Business number 2.
mobile	String	Mobile number.
mobile2	String	Mobile number 2.
home	String	Home number.
home2	String	Home number 2.
home_fax	String	Home fax.
business_fax	String	Business fax.
other	String	Other number.
remark	String	Remark.

Examples

Request example

```
GET /
openapi/v1.0/phonebook/query?ids=5,10&access_token=V87xjs8GyiL5eMXNE8lguWv8
s6XRXvFF HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 5,
            "name": "Vendor",
            "member_select": "sel_specific",
            "contacts_list": [
            {
                "id": 3,
                "contact_name": "Joseph Goffin",
                "company": "Ticketsales",
                "email": "joseph@gmail.com",
                "business": "12354978652"
            },
            {
                "id": 4,
                "contact_name": "Jay Prichett",
                "company": "Closet",
                "email": "jayprichett@icloud.com",
                "business": "001-5503308",
                "mobile": "15735810000"
            },
            {
                "id": 8,
                "contact_name": "Test P-Series",
                "company": "Yeastar",
                "email": "test@icloud.com",
                "business": "12333333",
                "remark": "contact_for_test"
            },
            {
                "id": 10,
                "contact_name": "P-Series",
                "company": "Yeastar",
                "email": "test@icloud.com",
                "business": "5503301",
                "remark": "contact_for_test"
            },
            {
                "id": 11,
                "contact_name": "Example Li",
```

```
                "company": "Yeastar",
                "email": "liexample@icloud.com",
                "business": "12333333",
                "remark": "contact_for_test"
            },
            {
                "id": 29,
                "contact_name": "Test-contact",
                "business": "55667788"
            },
            {
                "id": 30,
                "contact_name": "Test-contact2",
                "business": "9910101111"
            },
            {
                "id": 32,
                "contact_name": "Test-contact3",
                "company": "Yeastar",
                "email": "testcontact@126.com",
                "business": "1235555999"
            }
        ],
            "total": 8
        },
        {
            "id": 10,
            "name": "HubSpot_CRM_Phonebook",
            "member_select": "sel_specific",
            "contacts_list": [
                {
                    "id": 28,
                    "contact_name": "sample",
                    "email": "sample@example.com",
                    "business": "5503303"
                }
            ],
            "total": 1
        }
    ]
}
```

Add a Phonebook

Add a new phonebook.

Request URL

```
POST {base_url}/{api_path}/phonebook/create?access_token={access_token}
```

Request parameters

Table 129.

Parameter	Required	Type	Description
name	Yes	String	Phonebook name.
member_select	No	String	Member selection method. **Valid value**: • `sel_all`: Select all company contacts. • `sel_specific`: Select specific company contacts.
add_contacts_id_list	No	Array<Integer>	The ID(s) of the company contact(s) to be added into the phonebook. **Note:** • You can query the company contact's ID using Search Specific Company Contacts. • Use a comma to separate multiple IDs.

Response parameters

Table 130.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 130. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the phonebook.

Examples

Request example

```
POST /
openapi/v1.0/phonebook/create?access_token=ZzB1UpneFiGbHm7saIpmF8GJ7jVIgu8T
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "name": "api-test",
    "member_select":"sel_specific",
    "add_contacts_id_list": [
       3,4
    ]

}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 6
}
```

Edit a Phonebook

Edit a phonebook.

Request URL

```
POST {base_url}/{api_path}/phonebook/update?access_token={access_token}
```

Request parameters

Table 131.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the phonebook. **Note:** You can query the phonebook's ID using Search Specific Phonebooks.
name	No	String	The name of the phonebook.
member_select	No	String	Member selection method. **Valid value**: • `sel_all`: Select all company contacts. • `sel_specific`: Select specific company contacts.
add_contacts_id_list	No	Array<Integer>	The unique ID(s) of the contact(s) to be added into the phonebook. **Note:** • You can query the contact's ID using Search Specific Company Contacts. • Use a comma to separate multiple IDs.
del_contacts_id_list	No	Array<Integer>	The unique ID(s) of the contact(s) to be removed from the phonebook. **Note:** • You can query the contact's ID using Search Specific Company Contacts. • Use a comma to separate multiple IDs.

Response parameters

Table 132.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/phonebook/update?access_token=ZzB1UpneFiGbHm7saIpmF8GJ7jVIgu8T
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "id": 6,
    "add_contacts_id_list": [
        3,6,9
    ],
    "del_contacts_id_list": [
        10
    ]

}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
```

```
    "errmsg": "SUCCESS"
}
```

Delete a Phonebook

Delete a phonebook.

Request URL

```
GET {base_url}/{api_path}/phonebook/delete?id={id}&access_token={access_token}
```

Request parameters

Table 133.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the phonebook. **Note:** You can query the phonebook's ID using Search Specific Phonebooks.

Response parameters

Table 134.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/phonebook/delete?id=9&access_token=vtkE9as9ILt8D7zd20beBzd8dL2
uTcOL HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Auto Provisioning

Search Specific IP Phones

Search specific IP phones from the Auto Provisioning Phone list.

Request URL

```
GET {base_url}/{api_path}/phone/search?access_token={access_token}
```

Request parameters

Table 135.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `vendor`: Phone vendor • `model`: Phone model • `ip`: IP address of the phone
order_by	No	String	Define the display order.

Table 135. (continued)

Parameter	Required	Type	Description
			Valid value: • `asc`: Ascending order • `desc`: Descending order
search_value	No	String	Search keyword.

Response parameters

Table 136.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of searched IP phones.
data	Array<Phone_Info>	The information of the searched IP phones.

Phone_Info

Table 137.

Parameter	Type	Description
id	Integer	The unique ID of the IP phone.
mac	String	The MAC address of the IP phone.
vendor	String	Phone vendor.
model	String	Phone model.

Table 137. (continued)

Parameter	Type	Description
template_name	String	The name of the provisioning template applied to the IP phone.
ip	String	The private IP address of the IP phone. **Note:** Only the IP phones provisioned via PnP method will return the private IP address. Otherwise, this parameter returns empty value.
firmware	String	The firmware version of the IP phone.
assigned_ext_status	String	The registration status of the extension assigned to the IP phone. • `Unregistered` • `Registered`
assigned_ext_num	String	The extension number of the extension assigned to the IP phone. **Note:** This parameter returns `Unassigned` if there is no extension assigned to the IP phone.
assigned_ext_name	String	The caller ID name of the extension assigned to the IP phone. **Note:** This parameter returns `Unassigned` if there is no extension assigned to the IP phone.
rps_pin	String	RPS PIN for Yealink phones provisioned via **RPS** method, which can be entered on the phone device to complete the RPS provisioning process if required.

Examples

Request example

```
GET /
openapi/v1.0/phone/search?access_token=sSpTRV82rCV5Y8lOzb7yDBcRwvkqGjpe&pag
e=1&page_size=3&sort_by=vendor&order_by=asc HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 36,
    "data": [
        {
            "id": 14,
            "mac": "3c:xx:xx:xx:xx:39",
            "vendor": "Alcatel-Lucent Enterprise",
            "model": "M8",
            "template_name": "YSDP_AleM8",
            "ip": "192.168.28.237",
            "firmware": "2.13.01",
            "assigned_ext_status": "Unregistered",
            "assigned_ext_num": "2005",
            "assigned_ext_name": "Kristin Hale",
            "rps_pin":""
        },
        {
            "id": 21,
            "mac": "3c:xx:xx:xx:xx:ae",
            "vendor": "Alcatel-Lucent Enterprise",
            "model": "M3",
            "template_name": "YSDP_AleMyriad",
            "ip": "192.168.28.207",
            "firmware": "2.13.39",
            "assigned_ext_status": "Unregistered",
            "assigned_ext_num": "2007",
            "assigned_ext_name": "Ashley Gardner"
            "rps_pin":""
        },
        {
            "id": 48,
            "mac": "00:xx:xx:xx:xx:54",
            "vendor": "Cisco",
            "model": "Cisco3905",
```

```
            "template_name": "YSDP_Cisco3905",
            "ip": "",
            "firmware": "",
            "assigned_ext_status": "Registered",
            "assigned_ext_num": "2003",
            "assigned_ext_name": "Dave Haris"
            "rps_pin":""
        },
      ... ...
    ]
}
```

Query the Information of an IP Phone

Query the auto provisioning information of a specific IP phone.

Request URL

```
GET {base_url}/{api_path}/phone/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the IP phone. **Note:** You can query the phone's ID using Search Specific IP Phones.

Response parameters

Table 138.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 138. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Phone_Details>	The detailed information of the IP phone.

Phone_Details

Table 139.

Parameter	Type	Description
mac	String	The MAC address of the IP phone.
vendor	String	Phone vendor.
model	String	Phone model.
template_name	String	The name of the provisioning template applied to the IP phone.
provisioning_method	String	The provisioning method of the IP phone. • `pnp`: PnP • `dhcp`: DHCP • `rps`: RPS • `rps_fqdn`: RPS FQDN
provisioning_link	String	The provisioning link for the IP phone.
enb_rps_auth	Integer	Whether authentication for the first-time auto provisioning is enabled when using RPS or RPS FQDN provisioning method. • `0`: Disabled. Authentication is not required. • `1`: Enabled. Authentication is required.
assigned_extension	String	The unique ID of the extension assigned to the IP phone.
id	Integer	The unique ID of the IP phone.
rps_pin	String	RPS PIN for Yealink phones provisioned via **RPS** method, which can be entered on the phone

Table 139. (continued)

Parameter	Type	Description
		device to complete the RPS provisioning process if required.

Examples

Request example

Query the auto provisioning information of an IP phone (ID: 4).

```
GET /
openapi/v1.0/phone/get?access_token=wyzVFisp8XmFhiJTlpRmt2LxAuzELh5X&id=4
 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "mac": "11:55:44:66:33:22",
        "vendor": "Yealink",
        "model": "SIP-CP960",
        "template_name": "YSDP_YealinkCP",
        "provisioning_method": "pnp",
        "provisioning_link":
 "http://192.168.5.150:7778/api/autoprovision/6gEzigLFhMGntjd8",
        "enb_rps_auth": 0,
        "assigned_extension": "6",
        "id": 4,
        "rps_pin": ""
    }
}
```

Query Configuration Options for Auto Provisioning

Query the information of configuration options required when adding IP phone(s) for auto provisioning.

Request URL

```
GET {base_url}/{api_path}/
auto_provisioning/compatibility?access_token={access_token}
```

Request parameters

Table 140.

Parameter	Required	Type	Description
menu	Yes	String	The configuration option that you want to query. **Valid value**: • `phone_vendor`: Phone vendor • `phone_model`: Phone model • `phone_template`: Available provisioning template of the phone • `autop_method`: Supported auto provisioning method of the phone
vendor	No	String	Phone vendor. **Note:** This parameter is required when querying `phone_model` and `autop_method`.
model	No	String	Phone model. **Note:** This parameter is required when querying `phone_template` and `autop_method`.

Response parameters

Table 141.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 141. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Option_Info>	The information of the available options.

Option_Info

Table 142.

Parameter	Type	Description
text	String	The name of the available option. **Note:** This parameter returns the provisioning link when querying auto provisioning method.
value	String	The value of the available option.
type	String	The type of the available option.

Examples

- Query supported phone vendors
- Query supported phone models of a specific phone vendor
- Query available provisioning template for a specific phone model
- Query supported auto provisioning method of a specific phone model

Query supported phone vendors

Query the information of available phone vendors.

Request example

```
GET /openapi/v1.0/auto_provisioning/compatibility?access_token=G
m4Vj4CUq2GsfCprykiv0mE0KHNc52HV&menu=phone_vendor HTTP/1.1
Host: 192.168.5.150:8088
```

```
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "text": "Alcatel-Lucent Enterprise",    //Phone vend
or name
            "value": "Ale",                         //Phone vend
or parameter value
            "type": "Deskphone"                     //Phone type
        },
        ... ...
       {
            "text": "Yealink",
            "value": "Yealink",
            "type": "Deskphone"
        }
    ]
}
```

Query supported phone models of a specific phone vendor

Query the information of the supported Yealink phones.

Request example

```
GET /openapi/v1.0/auto_provisioning/compatibility?access_token=f
y59UJHFHJvOMthVlQM4z9sq6gFHcZVn&menu=phone_model&vendor=Yealink
 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "text": "CP920",               //Phone model name
```

```
            "value": "CP920",              //Phone model paramet
er value
            "type": "Conferencephone"      //Phone type
        },
         ... ...
        {
            "text": "SIP-W80DM",
            "value": "SIP-W80DM",
            "type": "DECT"
        },
         ... ...
        {
            "text": "VP59",
            "value": "VP59",
            "type": "Deskphone"
        }
    ]
}
```

Query available provisioning template for a specific phone model

Query the information of the provisioning template for Yeastar phone CP920.

Request example

```
GET /openapi/v1.0/auto_provisioning/compatibility?access_token=f
y59UJHFHJvOMthVlQM4z9sq6gFHcZVn&menu=phone_template&model=CP920
 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "text": "YSDP_YealinkCP",   //Template name
            "value": "24"               //The unique ID of the t
emplate
        }
    ]
}
```

Query supported auto provisioning method of a specific phone model

Query the information of the provisioning method for Yealink phone CP920.

Request example

```
GET /openapi/v1.0/auto_provisioning/compatibility?access_token=f
y59UJHFHJvOMthVlQM4z9sq6gFHcZVn&menu=autop_method&vendor=Yealink
&model=CP920 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "text": "http://192.168.5.150:7778/api/autoprovision
/H70R1oiPnlJCnp6L",  //provisioning link
            "value": "pnp"
                     //provisioning method
        },
        {
            "text": "http://192.168.5.150:7778/api/autoprovision
/H70R1oiPnlJCnp6L",
            "value": "dhcp"
        },
        {
            "text": "https://112.57.75.183:18207/api/autoprovisi
on/H70R1oiPnlJCnp6L",
            "value": "rps",
            "type": "full"
        },
        {
            "text": "https://yeastardocs.ras.yeastar.com:443/api
/autoprovision/H70R1oiPnlJCnp6L",
            "value": "rps_fqdn",
            "type": "full"
        }
    ]
}
```

Bulk Add IP Phones

Add multiple IP phones of the same vendor and model to the Auto Provisioning Phone list.

Request URL

```
POST {base_url}/{api_path}/phone/batchcreate?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
vendor	Yes	String	Phone vendor. **Note:** You can query the available options using Query Configuration Options for Auto Provisioning.
model	Yes	String	Phone model. **Note:** You can query the available options using Query Configuration Options for Auto Provisioning.
phone_list	Yes	Array<Ext_Assign>	The extension assignment of the phones.
template_name	Yes	String	The name of the provisioning template to be applied to the phones. **Note:** You can query the available options using Query Configuration Options for Auto Provisioning.
provisioning_method	Yes	String	Provisioning method for the IP phone(s). **Valid value**: • `pnp` • `dhcp` • `rps` • `rps_fqdn`
enb_rps_auth	No	Integer	Whether to enable authentication for the first-time Auto Provisioning when using RPS or RPS FQDN provisioning method.

Parameter	Required	Type	Description
			Valid value: • `0`: Disable (default) • `1`: Enable

Ext_Assign

Parameter	Required	Type	Description
mac	Yes	String	The MAC address of the IP phone. **Note:** You can query the IP phone's MAC address using Search Specific IP Phones.
ext_id	Yes	Integer	The unique ID of the extension to be assigned to the IP phone. **Note:** You can query the extension ID using Search Specific Extensions.

Response parameters

Table 143.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/phone/batchcreate?access_token=fy59UJHFHJvOMthVlQM4z9sq6gFHcZV
n HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
 "vendor": "Yealink",
 "model": "SIP-T53W",
 "template_name": "YSDP_YealinkT5",
 "provisioning_method": "rps",
 "enb_rps_auth": 1,
 "phone_list": [
      {
  "mac": "10:00:00:00:00:00",
  "ext_id": 3
 },
      {
  "mac": "11:11:11:11:11:11",
  "ext_id": 4
 }]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
}
```

Bulk Edit IP Phones

Edit the extension assignment for multiple IP phones of the same model that use the same template.

Request URL

```
POST {base_url}/{api_path}/phone/batchupdate?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
batch_id_list	Yes	Array<Integer>	The unique IDs of the auto provisioning IP phones. **Note:** • You can query the IP phone's ID usingSearch Specific IP Phones. • Use a comma to separate multiple IDs.
phone_list	Yes	Array<Ext_Assign>	The extension assignment for the phones.

Ext_Assign

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the IP phone. **Note:** You can query the phone's ID using Search Specific IP Phones.
mac	Yes	String	The MAC address of the IP phone. **Note:** You can query the IP phone's MAC address using Search Specific IP Phones.
ext_id	Yes	Integer	The unique ID of the extension to be assigned to the IP phone. **Note:** You can query the extension ID using Search Specific Extensions.

Response parameters

Table 144.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change the extension assignment for two IP phones (ID: 75 and 90).

```
POST /
openapi/v1.0/phone/batchupdate?access_token=fy59UJHFHJvOMthVlQM4z9sq6gFHcZV
n HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
 "batch_id_list": [75, 90],
       "phone_list": [{
  "id": 75,
  "mac": "10:00:00:00:00:00",
  "ext_id": 7
 },
      {
  "id": 90,
  "mac": "11:11:11:11:11:11",
  "ext_id": 8
 }]
```

```
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
}
```

Bulk Reprovision IP Phones

Reprovision multiple IP phones at the same time to make updated phone configurations take effect.

Request URL

```
POST {base_url}/{api_path}/phone/batchreprovision?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
batch_id_list	Yes	Array<Integer>	The unique IDs of the auto provisioning IP phones. **Note:** • You can query the IP phone's ID using Search Specific IP Phones. • Use a comma to separate multiple IDs.

Response parameters

Table 145.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 145. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/phone/batchreprovision?access_token=GuSzKcmkaFEfDaZUNbpQ0cwrbr
EXjmbk HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
 "batch_id_list": [75, 90]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
}
```

Bulk Reboot IP Phones

Reboot multiple IP phones at the same time.

Request URL

```
POST {base_url}/{api_path}/phone/batchreboot?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
batch_id_list	Yes	Array<Integer>	The unique IDs of the auto provisioning IP phones. **Note:** • You can query the IP phone's ID usingSearch Specific IP Phones. • Use a comma to separate multiple IDs.

Response parameters

Table 146.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/phone/batchreboot?access_token=eDYA2BLibO6wjZMYak8exCBg49GTgYH
l HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
```

```
 "batch_id_list": [75,90]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
}
```

Bulk Delete IP Phones

Delete multiple IP phones from the Auto Provisioning phone list at the same time.

Request URL

```
POST {base_url}/{api_path}/phone/batchdelete?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
batch_id_list	Yes	Array<Integer>	The unique IDs of the auto provisioning IP phones. **Note:** • You can query the IP phone's ID usingSearch Specific IP Phones. • Use a comma to separate multiple IDs.

Response parameters

Table 147.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 147. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/phone/batchdelete?access_token=eDYA2BLibO6wjZMYak8exCBg49GTgYH
l HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
 "batch_id_list": [75,90]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
}
```

Inbound Route

Query Inbound Route List

Query the inbound route list.

Request URL

```
GET {base_url}/{api_path}/inbound_route/list?access_token={access_token}
```

Request parameters

Table 148.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `pos` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order

Response parameters

Table 149.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of inbound routes.

Table 149. (continued)

Parameter	Type	Description
last_pos	Integer	The last position in the inbound route list.
data	Array <Inroute_Info>	The basic information of the inbound route.

Inroute_Info

Table 150.

Parameter	Type	Description
id	Integer	The unique ID of the inbound route.
pos	Integer	The current position of the inbound route in the list.
name	String	The name of the inbound route.
default_destination	String	The default destination of the inbound route. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
default_desination_value	String	The specific value of the default destination.
current_destination	String	The current destination of the inbound route.

Table 150. (continued)

Parameter	Type	Description
		• `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext_dest`: Match extension range • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
current_desination_value	String	The specific value of the current destination.
time_condition	String	Time-based routing mode. • `disabled`: Inbound calls are routed to the default condition. • `global`: Inbound calls are routed based on global business hours. • `route_scope`: Inbound calls are routed based on custom business hours. • `custom`: Inbound calls are routed based on custom time periods.
business_hours_destination	String	The destination for inbound calls during business hours. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range

Table 150. (continued)

Parameter	Type	Description
		• `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
business_hours_destination_value	String	The specific value of business hours destination.
outside_business_hours_destination	String	The destination for inbound calls during outside business hours. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up

Table 150. (continued)

Parameter	Type	Description
		• `fax_to_email`: Fax to email
outside_business_hours_destination_value	String	The specific value of outside business hours destination.
holidays_hours_destination	String	The destination for inbound calls during holidays. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
holidays_hours_destination_value	String	The specific value of holidays destination.
time_condition_value	Array <Time_Condition_Info>	The information of time condition. **Note:** This parameter is displayed only when `time_condition` is set to `route_scope` or `custom`.

Time_Condition_Info

Parameter	Type	Description
days_of_week	String	Days of week. • `mon` • `tue` • `wed` • `thu` • `fri` • `sat` • `sun`
times	String	Period of time.

Examples

Request example

```
GET /
openapi/v1.0/inbound_route/list?page=1&page_size=20&sort_by=pos&order_by=as
c&access_token=VpTsz7k6XSOpfjDntqetBQ7nSE9QsbAN HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 5,
    "last_pos": 5,
    "data": [
        {
            "id": 52,
            "pos": 1,
            "name": "from-110",
            "default_destination": "extension",
            "current_destination": "extension",
            "time_condition": "disabled",
            "default_desination_value": "2005-Kristin Hale",
            "current_desination_value": "2005-Kristin Hale"
        },
        {
            "id": 48,
            "pos": 2,
            "name": "from41",
            "default_destination": "ring_group",
```

```
            "current_destination": "ring_group",
            "time_condition": "disabled",
            "default_desination_value": "Support",
            "current_desination_value": "6300-Support"
        },
        {
            "id": 49,
            "pos": 3,
            "name": "from-35",
            "default_destination": "disabled",
            "current_destination": "end_call",
            "time_condition": "custom",
            "time_condition_value": [
                {
                    "days_of_week": "mon tue",
                    "times": [
                        "09:15-12:00"
                    ]
                }
            ],
            "business_hours_destination": "end_call",
            "outside_business_hours_destination_value": "39",
            "holidays_hours_destination": "ivr",
            "holidays_hours_destination_value": "Holiday"
        },
        {
            "id": 50,
            "pos": 4,
            "name": "from-34",
            "default_destination": "disabled",
            "current_destination": "ring_group",
            "time_condition": "route_scope",
            "current_desination_value": "6300-Support",
            "time_condition_value": [
                {
                    "days_of_week": "mon tue wed thu fri",
                    "times": [
                        "09:00-11:30",
                        "13:30-17:40"
                    ]
                }
            ],
            "business_hours_destination": "ring_group",
            "business_hours_destination_value": "Support",
            "outside_business_hours_destination": "ivr",
```

```
            "outside_business_hours_destination_value": "Self-Service",
            "holidays_hours_destination": "ivr",
            "holidays_hours_destination_value": "Holiday"
        },
        {
            "id": 53,
            "pos": 5,
            "name": "local_support",
            "default_destination": "disabled",
            "current_destination": "ring_group",
            "time_condition": "global",
            "current_desination_value": "6300-Support",
            "business_hours_destination": "ring_group",
            "business_hours_destination_value": "Support",
            "outside_business_hours_destination": "ivr",
            "outside_business_hours_destination_value": "Self-Service",
            "holidays_hours_destination": "ivr",
            "holidays_hours_destination_value": "Holiday"
        }
    ]
}
```

Search Specific Inbound Routes

Search specific inbound routes from the Inbound Route list.

Request URL

```
GET {base_url}/{api_path}/inbound_route/search?access_token={access_token}
```

Request parameters

Table 151.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `pos` • `name`

Table 151. (continued)

Parameter	Required	Type	Description
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 152.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total of the searched inbound routes.
last_pos	Integer	The last position in the inbound route list.
data	Array <Inroute_Info>	The basic information of the inbound route.

Inroute_Info

Table 153.

Parameter	Type	Description
id	Integer	The unique ID of the inbound route.
pos	Integer	The current position of the inbound route in the list.
name	String	The name of the inbound route.

Table 153. (continued)

Parameter	Type	Description
default_destination	String	The default destination of the inbound route. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
default_desination_value	String	The specific value of the default destination.
current_destination	String	The current destination of the inbound route. • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext_dest`: Match extension range • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email

Table 153. (continued)

Parameter	Type	Description
current_desination_value	String	The specific value of the current destination.
time_condition	String	Time-based routing mode. • `disabled`: Inbound calls are routed to the default condition. • `global`: Inbound calls are routed based on global business hours. • `route_scope`: Inbound calls are routed based on custom business hours. • `custom`: Inbound calls are routed based on custom time periods.
business_hours_destination	String	The destination for inbound calls during business hours. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
business_hours_destination_value	String	The specific value of business hours destination.
outside_business_hours_destination	String	The destination for inbound calls during outside business hours. • `disabled`

Table 153. (continued)

Parameter	Type	Description
		• `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
outside_business_hours_destination_value	String	The specific value of outside business hours destination.
holidays_hours_destination	String	The destination for inbound calls during holidays. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up

Table 153. (continued)

Parameter	Type	Description
		• `fax_to_email`: Fax to email
holidays_hours_destination_value	String	The specific value of holidays destination.
time_condition_value	Array <Time_Condition_Info>	The information of time condition. **Note:** This parameter is displayed only when `time_condition` is set to `route_scope` or `custom`.

Time_Condition_Info

Parameter	Type	Description
days_of_week	String	Days of week. • `mon` • `tue` • `wed` • `thu` • `fri` • `sat` • `sun`
times	String	Period of time.

Examples

Request example

```
GET /
openapi/v1.0/inbound_route/search?page=1&page_size=20&sort_by=pos&order_by=
asc&search_value=local_support&access_token=wgUqVP0SrMGxssA3wlUAmwqWuZjPdNW
s HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
```

```
    "total_number": 1,
    "last_pos": 5,
    "data": [
        {
            "id": 53,
            "pos": 5,
            "name": "local_support",
            "default_destination": "disabled",
            "current_destination": "ring_group",
            "time_condition": "global",
            "current_desination_value": "6300-Support",
            "business_hours_destination": "ring_group",
            "business_hours_destination_value": "Support",
            "outside_business_hours_destination": "ivr",
            "outside_business_hours_destination_value": "Self-Service",
            "holidays_hours_destination": "ivr",
            "holidays_hours_destination_value": "Holiday"
        }
    ]
}
```


Query Information of an Inbound Route

Query the detailed information of an inbound route.

Request URL

```
GET {base_url}/{api_path}/inbound_route/get?access_token={access_token}
```

Request parameters

Table 154.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the inbound route. **Note:** You can query the inbound route's ID using Search Specific Inbound Routes.

Response parameters

Table 155.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Inroute_Details>	The detailed information of the inbound route.

Inroute_Details

Table 156.

Parameter	Type	Description
id	Integer	The unique ID of the inbound route.
name	String	The name of the inbound route.
alert_info	String	Inbound alert info.
did_option	String	DID matching mode. • `patterns`: Match DID patterns. • `pattern_to_ext`: Match DID pattern to extensions. • `range_to_ext`: Match DID Range to Extension range. • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence.
did_pattern_list	Array<DID_Pattern_List>	The DID matching pattern list when the `did_option` is `patterns`.
did_pattern_to_ext	String	The DID matching pattern to extensions when the `did_option` is `pattern_to_ext`.

Table 156. (continued)

Parameter	Type	Description
did_to_ext_start	String	The start number of the DID matching pattern range when the `did_option` is `range_to_ext`.
did_to_ext_end	String	The end number of the DID matching pattern range when the `did_option` is `range_to_ext`.
did_pattern_to_ext_list	Array <DID_Ext_List>	The list of DID numbers and the corresponding extensions when the `did_option` is `pattern_to_ext_list`.
cid_option	String	Caller ID matching pattern. • `patterns`: Match Caller ID patterns. • `phonebook`: Match contacts' caller ID in specific phonebooks
cid_pattern_list	Array<CID_Pattern_List>	The Caller ID matching pattern list when the `cid_option` is `patterns`.
cid_to_phonebook	Array<Integer>	The ID of the selected phonebook when the `cid_option` is `phonebook`.
trunk_list	Array<Trunk_List>	The list of the selected trunk in the inbound route.
def_dest	String	Default destination. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email

Table 156. (continued)

Parameter	Type	Description
def_dest_prefix	String	This parameter returns different information depending on the `def_dest`. • When `def_dest` is `external_num`, this parameter returns the prefix of the external number. • When `def_dest` is `play_greeting`, this parameter returns the playback count of the greeting.
def_dest_value	String	This parameter returns different results depending on the `def_dest`. • When `def_dest` is `external_num`, this parameter returns the external number. • When `def_dest` is `play_greeting`, this parameter returns the prompt name. • When `def_dest` is `range_to_ext`, this parameter returns the extension range. • When `def_dest` is other destinations, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this field will return the ID of the extension 2002.
def_dest_ext_list	Array<Ext_List>	The selected extensions/extension groups when the `def_dest` is `pattern_to_ext`.

DID_Pattern_List

Table 157.

Parameter	Type	Description
id	Integer	The unique ID of the DID pattern.
did_pattern	String	The DID matching rules.

DID_Ext_List

Parameter	Type	Description
id	Integer	The unique ID of the DID number matching rule.
did_pattern	String	The DID number.

Parameter	Type	Description
did_pattern_to_ext	String	The ID of the extension that corresponds to the DID number.

CID_Pattern_List

Table 158.

Parameter	Type	Description
id	Integer	The unique ID of the Caller ID pattern.
cid_pattern	String	The Caller ID matching rules.

Trunk_List

Table 159.

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

Ext_List

Table 160.

Parameter	Type	Description
value	String	The unique ID of the extension/extension group.
name	String	The name of the extension/extension group.
number	String	Extension number.
type	String	The type of the selected item. • `extension` • `ext_group`

Examples

Request example

```
GET /
openapi/v1.0/inbound_route/get?id=30&access_token=LC0V0aZjQCf3LBs9yn8RmXacl
2GlrXPn HTTP/1.1
```

```
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 30,
        "name": "test5",
        "did_option": "range_to_ext",
        "did_to_ext_start": "5503301",
        "did_to_ext_end": "5503310",
        "cid_option": "phonebook",
        "cid_to_phonebook": "[10,5]",
        "trunk_list": [
            {
                "id": 28,
                "name": "6700-account-trunking",
                "type": "account"
            }
        ],
        "def_dest": "range_to_ext",
        "def_dest_value": "2001-2010"
    }
}
```

Query Information of Multiple Inbound Routes

Query the detailed information of multiple inbound routes at the same time.

Request URL

```
GET {base_url}/{api_path}/inbound_route/query?access_token={access_token}
```

Request parameters

Table 161.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the inbound route(s). **Note:**

Table 161. (continued)

Parameter	Required	Type	Description
			• You can query the inbound route's ID using Search Specific Inbound Routes. • Use a comma to separate multiple IDs.

Response parameters

Table 162.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Inroute_Details>	The detailed information of the inbound route.

Inroute_Details

Table 163.

Parameter	Type	Description
id	Integer	The unique ID of the inbound route.
name	String	The name of the inbound route.
alert_info	String	Inbound alert info.
did_option	String	DID matching mode. • `patterns`: Match DID patterns. • `pattern_to_ext`: Match DID pattern to extensions.

Table 163. (continued)

Parameter	Type	Description
		• `range_to_ext`: Match DID Range to Extension range.
did_pattern_list	Array<DID_Pattern_List>	The DID matching pattern list when the `did_option` is `patterns`.
did_pattern_to_ext	String	The DID matching pattern to extensions when the `did_option` is `pattern_to_ext`.
did_to_ext_start	String	The start number of the DID matching pattern range when the `did_option` is `range_to_ext`.
did_to_ext_end	String	The end number of the DID matching pattern range when the `did_option` is `range_to_ext`.
did_pattern_to_ext_list	Array <DID_Ext_List>	The list of DID numbers and the corresponding extensions when the `did_option` is `pattern_to_ext_list`.
cid_option	String	Caller ID matching pattern. • `patterns`: Match Caller ID patterns. • `phonebook`: Match contacts' caller ID in specific phonebooks
cid_pattern_list	Array<CID_Pattern_List>	The Caller ID matching pattern list when the `cid_option` is `patterns`.
cid_to_phonebook	Array<Integer>	The ID of the selected phonebook when the `cid_option` is `phonebook`.
trunk_list	Array<Trunk_List>	The list of the selected trunk in the inbound route.
def_dest	String	Default destination. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow

Table 163. (continued)

Parameter	Type	Description
		• `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
def_dest_prefix	String	This parameter returns different information depending on the `def_dest`. • When `def_dest` is `external_num`, this parameter displays the prefix of the external number. • When `def_dest` is `play_greeting`, this parameter displays the playback count of the greeting.
def_dest_value	String	This parameter returns different results depending on the `def_dest`. • When `def_dest` is `external_num`, this parameter displays the external number. • When `def_dest` is `play_greeting`, this parameter displays the prompt name. • When `def_dest` is `range_to_ext`, this parameter displays the extension range. • When `def_dest` is other destinations, this parameter displays the unique ID of the destination. For example, the destination is the extension 2002, then this field will return the ID of the extension 2002.
def_dest_ext_list	Array<Ext_List>	The selected extensions/extension groups when the `def_dest` is `pattern_to_ext`.

DID_Pattern_List

Table 164.

Parameter	Type	Description
id	Integer	The unique ID of the DID pattern.

Table 164. (continued)

Parameter	Type	Description
did_pattern	String	The DID matching rules.

DID_Ext_List

Parameter	Type	Description
id	Integer	The unique ID of the DID number matching rule.
did_pattern	String	The DID number.
did_pattern_to_ext	String	The ID of the extension that corresponds to the DID number.

CID_Pattern_List

Table 165.

Parameter	Type	Description
id	Integer	The unique ID of the Caller ID pattern.
cid_pattern	String	The Caller ID matching rules.

Trunk_List

Table 166.

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

Ext_List

Table 167.

Parameter	Type	Description
value	String	The unique ID of the extension/extension group.
name	String	The name of the extension/extension group.
number	String	Extension number.
type	String	The type of the selected item. • `extension`

Table 167. (continued)

Parameter	Type	Description
		• `ext_group`

Examples

Request example

```
GET /
openapi/v1.0/inbound_route/query?ids=29,30&access_token=gYFPycZxVlJSmvMqylh
o3qBNz6QNWqHE HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 29,
            "name": "test4",
            "did_option": "patterns",
            "did_pattern_list": [
                {
                    "id": 45,
                    "did_pattern": "5503301"
                }
            ],
            "cid_option": "patterns",
            "trunk_list": [
                {
                    "id": 27,
                    "name": "test-peer-trunking",
                    "type": "peer"
                }
            ],
            "def_dest": "play_greeting",
            "def_dest_prefix": "2",
            "def_dest_value": "bruno-mars.wav"
        },
        {
            "id": 30,
            "name": "test5",
```

```
            "did_option": "range_to_ext",
            "did_to_ext_start": "5503301",
            "did_to_ext_end": "5503310",
            "cid_option": "phonebook",
            "cid_to_phonebook": "[10]",
            "trunk_list": [
                {
                    "id": 28,
                    "name": "6700-account-trunking",
                    "type": "account"
                }
            ],
            "def_dest": "range_to_ext",
            "def_dest_value": "2001-2010"
        }
    ]
}
```

Add an Inbound Route

Add and configure an inbound route.

Request URL

```
POST {base_url}/{api_path}/inbound_route/create?access_token={access_token}
```

Request parameters

Table 168.

Parameter	Required	Type	Description
name	Yes	String	The name of the inbound route.
alert_info	No	String	Inbound alert info.
did_option	No	String	DID matching mode. **Valid value**: • `patterns`: Match DID patterns. (Default) • `pattern_to_ext`: Match DID pattern to extensions. • `range_to_ext`: Match DID range to extension range.

Table 168. (continued)

Parameter	Required	Type	Description
			• `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence.
did_pattern_list	No	Array<DID_Pattern_List>	The DID matching pattern list. **Note:** This parameter is required when the `did_option` is `patterns`.
did_pattern_to_ext	No	String	The DID pattern matching to extensions. **Note:** This parameter is required when the `did_option` is `pattern_to_ext`.
did_to_ext_start	No	String	The start number of the DID matching pattern range. **Note:** This parameter is required when the `did_option` is `range_to_ext`.
did_to_ext_end	No	String	The end number of the DID matching pattern range. **Note:** This parameter is required when the `did_option` is `range_to_ext`.
did_pattern_to_ext_list	No	Array<DID_Pattern_Ext_List>	The list of DID numbers and the corresponding extensions. **Note:** This parameter is required when the `did_option` is `pattern_to_ext_list`.
cid_option	No	String	The Caller ID matching pattern. **Valid value**: • `patterns`: Match Caller ID patterns.

Table 168. (continued)

Parameter	Required	Type	Description
			• `phonebook`: Match contacts' caller ID in specific phonebooks.
cid_pattern_list	No	Array<CID_Pattern_List>	The Caller ID matching pattern list. **Note:** This parameter is required when the `cid_option` is `patterns`.
cid_to_phonebook	No	Array<Integer>	The ID(s) of the selected phonebook(s). **Note:** • This parameter is required when the `cid_option` is `phonebook`. • You can query the phonebook's ID using Search Specific Phonebooks. • Use a comma to separate multiple IDs.
trunk_list	Yes	Array<Trunk_List>	The list of the selected trunk in the inbound route.
def_dest	Yes	String	Default destination. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference

Table 168. (continued)

Parameter	Required	Type	Description
			• `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
def_dest_prefix	No	String	This parameter defines different settings depending on the value of `def_dest`. • When `def_dest` is `external_num`, this parameter defines the prefix of the external number. • When `def_dest` is `play_greeting`, this parameter defines the play count of the greeting.
def_dest_value	No	String	This parameter defines different settings depending on the value of `def_dest`. • When `def_dest` is `external_num`, this parameter defines the external number. • When `def_dest` is `play_greeting`, this parameter defines the custom prompt file name. E.g. `Test.wav`. • When `def_dest` is `range_to_ext`, this parameter defines the extension range. E.g. `2001-2010`. • When `def_dest` is other destinations, this parameter should be the unique ID of the destination. For example, if the destination is the extension 2002 or the extension voicemail of 2002, then you need to enter the ID of the extension 2002. **Note:** You can query the ID of desired options using Get Menu Options.
def_dest_ext_list	No	Array<Ext_List>	The list of selected extensions/extension groups.

Table 168. (continued)

Parameter	Required	Type	Description
			Note: This parameter is required when the `def_dest` is set to `pattern_to_ext`.

DID_Pattern_List

Table 169.

Parameter	Required	Type	Description
did_pattern	Yes	String	DID matching patten rule.

DID_Pattern_Ext_List

Parameter	Required	Type	Description
did_pattern	Yes	String	The specific DID number.
did_pattern_to_ext	Yes	String	The unique ID of the extension that corresponds to the DID number. **Note:** You can query the extension's ID using Search Specific Extensions.

CID_Pattern_List

Table 170.

Parameter	Required	Type	Description
cid_pattern	Yes	String	Caller ID matching pattern rule.

Trunk_List

Table 171.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected trunk. **Note:**

Table 171. (continued)

Parameter	Required	Type	Description
			You can query the trunk's ID using Search Specific Trunks.
name	No	String	Trunk name.
type	No	String	Trunk type.

Ext_List

Table 172.

Parameter	Required	Type	Description
value	Yes	String	The unique ID of the extension/extension group. **Note:** • You can query the extension's ID using Search Specific Extensions. • You can query the extension group's ID using Get Menu Options.
name	No	String	The name of the extension/extension group.
number	No	String	Extension number.
type	No	String	The type of the selected item. **Valid value**: • `extension` • `ext_group`

Response parameters

Table 173.

Parameter	Type	Description
errcode	Integer	Returned error code.

Table 173. (continued)

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the inbound route.

Examples

Request example

```
POST /
openapi/v1.0/inbound_route/create?access_token=Rka0iV0BJUVTXj1EYpwbg2YUkODd
w22N HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "name": "test",
    "did_option":"pattern_to_ext",
    "did_pattern_to_ext": "550330{{.Ext}}",
    "cid_option":"phonebook",
    "cid_to_phonebook":[8,10],
    "trunk_list":[{"id":28}],
    "def_dest":"pattern_to_ext",
    "def_dest_ext_list":[{"value":"39"},{"value":"67","type":"ext_group"}]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 15
}
```

Edit an Inbound Route

Edit the configuration of an inbound route.

Request URL

```
POST {base_url}/{api_path}/inbound_route/update?access_token={access_token}
```

Request parameters

Table 174.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the inbound route. **Note:** You can query the inbound route's ID using Search Specific Inbound Routes.
name	No	String	The name of the inbound route.
alert_info	No	String	Inbound alert info.
did_option	No	String	DID matching mode. **Valid value**: • `patterns`: Match DID patterns. • `pattern_to_ext`: Match DID pattern to extensions. • `range_to_ext`: Match DID range to extension range. • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence.
did_pattern_list	No	Array<DID_Pattern_List>	The DID matching pattern list. **Note:** This parameter is required when the `did_option` is `patterns`.
did_pattern_to_ext	No	String	The DID pattern matching to extensions. **Note:**

Table 174. (continued)

Parameter	Required	Type	Description
			This parameter is required when the `did_option` is `pattern_to_ext`.
did_to_ext_start	No	String	The start number of the DID matching pattern range. **Note:** This parameter is required when the `did_option` is `range_to_ext`.
did_to_ext_end	No	String	The end number of the DID matching pattern range. **Note:** This parameter is required when the `did_option` is `range_to_ext`.
did_pattern_to_ext_list	No	Array<DID_Pattern_Ext_List>	The list of DID numbers and the corresponding extensions. **Note:** This parameter is required when the `did_option` is `pattern_to_ext_list`.
cid_option	No	String	Caller ID matching pattern. • `patterns`: Match Caller ID patterns. • `phonebook`: Match contacts' caller ID in specific phonebooks
cid_pattern_list	No	Array<CID_Pattern_List>	The Caller ID matching pattern list. **Note:** This parameter is required when the `cid_option` is `patterns`.
cid_to_phonebook	No	Array<Integer>	The ID(s) of the selected phonebook(s). **Note:** • This parameter is required when the `cid_option` is `phonebook`. • You can query the phonebook's ID using Search Specific Phonebooks.

Table 174. (continued)

Parameter	Required	Type	Description
			• Use a comma to separate multiple IDs.
trunk_list	No	Array<Trunk_List>	The list of the selected trunk in the inbound route.
def_dest	No	String	Default destination. • `disabled` • `end_call`: Hang up • `extension`: Extension • `pattern_to_ext`: Match DID pattern to extensions • `range_to_ext`: Match DID range to extension range • `pattern_to_ext_list`: Match DID number(s) to extension(s) in one-to-one correspondence. • `ext_vm`: Extension voicemail • `ivr`: IVR • `call_flow`: Call Flow • `ring_group`: Ring group • `queue`: Queue • `group_vm`: Group voicemail • `conference`: Conference • `external_num`: External number • `outroute`: Outbound route • `play_greeting`: Play greeting then hang up • `fax_to_email`: Fax to email
def_dest_prefix	No	String	This parameter defines different settings depending on the value of `def_dest`. • When `def_dest` is `external_num`, this parameter defines the prefix of the external number. • When `def_dest` is `play_greeting`, this parameter defines the playback count of the greeting.
def_dest_value	No	String	This parameter defines different settings depending on the value of `def_dest`.

Table 174. (continued)

Parameter	Required	Type	Description
			• When `def_dest` is `external_num`, this parameter defines the external number. • When `def_dest` is `play_greeting`, this parameter defines the custom prompt file name. For example: `Test.wav`. • When `def_dest` is `range_to_ext`, this parameter defines the extension range. For example: `2001-2010`. • When `def_dest` is other destinations, this parameter should be the unique ID of the destination. For example, if the destination is the extension 2002 or the extension voicemail of 2002, then you need to enter the ID of the extension 2002.
def_dest_ext_list	No	Array<Ext_List>	The list of selected extensions/extension groups. **Note:** This parameter is required when the `def_dest` is set to `pattern_to_ext`.

DID_Pattern_List

Table 175.

Parameter	Required	Type	Description
did_pattern	Yes	String	The DID matching rules. **Note:** The new rules will cover the original ones.

DID_Pattern_Ext_List

Parameter	Required	Type	Description
did_pattern	Yes	String	The specific DID number.
did_pattern_to_ext	Yes	String	The unique ID of the extension that corresponds to the DID number.

Parameter	Required	Type	Description
			Note: You can query the extension's ID using Search Specific Extensions.

CID_Pattern_List

Table 176.

Parameter	Required	Type	Description
cid_pattern	Yes	String	The Caller ID matching rules. **Note:** The new rules will cover the original ones.

Trunk_List

Table 177.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected trunk. **Note:** You can query the trunk's ID using Search Specific Trunks.
name	No	String	Trunk name.
type	No	String	Trunk type.

Ext_List

Table 178.

Parameter	Required	Type	Description
value	Yes	String	The unique ID of the extension/extension group. **Note:** • You can query the extension's ID using

Table 178. (continued)

Parameter	Required	Type	Description
			Search Specific Extensions. • You can query the extension group's ID using Get Menu Options.
name	No	String	The name of the extension/extension group.
number	No	String	Extension number.
type	No	String	The type of the selected item. **Valid value**: • `extension` • `ext_group`

Response parameters

Table 179.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update the configurations of an inbound route (ID: "6").

```
POST /
openapi/v1.0/inbound_route/update?access_token=zQcKT5W53FqJ72dCTMT1xKapH1Ya
fYgs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "id": 6,
    "alert_info": "02156325",
    "trunk_list": [
        {
           "id": 15
        }
    ],
    "did_pattern_list": [
        {
            "did_pattern": "999999"
        },
        {

            "did_pattern": "888888"
        }
    ],
    "cid_pattern_list": [
        {
            "cid_pattern": "777777"
        },
        {
            "cid_pattern": "666666"
        }
    ]

}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete an Inbound Route

Delete an inbound route.

Request URL

```
GET {base_url}/{api_path}/inbound_route/delete?id={id}&access_token={access_tok
en}
```

Request parameters

Table 180.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the inbound route. **Note:** You can query the inbound route's ID using Search Specific Inbound Routes.

Response parameters

Table 181.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/inbound_route/delete?id=7&access_token=iE19OzlgQrtqF3B74tC7A6d
KHlTWo15P HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Outbound Route

Query Outbound Route List

Query the outbound route list.

Request URL

```
GET {base_url}/{api_path}/outbound_route/list?access_token={access_token}
```

Request parameters

Table 182.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `pos` • `name` • `outb_cid`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order.

Table 182. (continued)

Parameter	Required	Type	Description
			• `desc`: Descending order.

Response parameters

Table 183.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of outbound routes.
last_pos	Integer	The last position in the outbound route list.
data	Array<Outroute_Info>	The basic information of the outbound route.

Outroute_Info

Table 184.

Parameter	Type	Description
id	Integer	The unique ID of the outbound route.
name	String	The name of the outbound route.
dial_pattern	Array<String>	The dial pattern of the outbound route.
trunk	Array<Trunk_List>	The information of the selected trunk in the outbound route.
pos	Integer	The current position of the outbound route in the list.

Trunk_List

Table 185.

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	The name of the selected trunk.

Examples

Request example

```
GET /
openapi/v1.0/outbound_route/list?page=1&page_size=20&sort_by=outb_cid&order
_by=asc&access_token=nIAuSgDUim0uZgrNuha8hfzwbvY41NWR HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 4,
    "last_pos": 4,
    "data": [
        {
            "id": 21,
            "name": "outbound_to_34",
            "dial_pattern": [
                "X."
            ],
            "trunk": [
                {
                    "id": 35,
                    "name": "peer-to-34"
                }
            ],
            "pos": 1
        },
        {
            "id": 9,
            "name": "to-41",
            "dial_pattern": [
                "X."
```

```
            ],
            "trunk": [
                {
                    "id": 27,
                    "name": "test-peer-trunking"
                }
            ],
            "pos": 2
        },
        {
            "id": 13,
            "name": "outbound_to_cloud",
            "dial_pattern": [
                "9X."
            ],
            "trunk": [
                {
                    "id": 27,
                    "name": "test-peer-trunking"
                }
            ],
            "pos": 3
        },
        {
            "id": 11,
            "name": "shared-trunk",
            "dial_pattern": [
                "55033X.",
                "123X."
            ],
            "trunk": [
                {
                    "id": 27,
                    "name": "test-peer-trunking"
                }
            ],
            "pos": 4
        }
    ]
}
```


Search Specific Outbound Routes

Search specific outbound routes from the Outbound Route list.

Request URL

```
GET {base_url}/{api_path}/outbound_route/search?access_token={access_token}
```

Request parameters

Table 186.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `pos` • `name` • `outb_cid`
order_by	No	String	Define the display order. • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 187.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Table 187. (continued)

Parameter	Type	Description
total_number	Integer	The total of the searched outbound routes.
last_pos	Integer	The last position in the outbound route list.
data	Array<Outroute_Info>	The basic information of the outbound route.

Outroute_Info

Table 188.

Parameter	Type	Description
id	Integer	The unique ID of the outbound route.
name	String	The name of the outbound route.
dial_pattern	Array<String>	The dial pattern of the outbound route.
trunk	Array<Trunk_List>	The information of the selected trunk in the outbound route.
pos	Integer	The current position of the outbound route in the list.

Trunk_List

Table 189.

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	The name of the selected trunk.

Examples

Request example

```
GET /
openapi/v1.0/outbound_route/search?page=1&page_size=20&sort_by=pos&order_by
=asc&search_value=shared&access_token=nIAuSgDUim0uZgrNuha8hfzwbvY41NWR
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "last_pos": 3,
    "data": [
        {
            "id": 11,
            "name": "shared-trunk",
            "dial_pattern": [
                "55033X."
            ],
            "pos": 3
        }
    ]
}
```

Query Information of an Outbound Route

Query the detailed configurations of an outbound route.

Request URL

```
GET {base_url}/{api_path}/outbound_route/get?access_token={access_token}
```

Request parameters

Table 190.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the outbound route. **Note:** You can query the outbound route's ID using Search Specific Outbound Routes.

Response parameters

Table 191.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed.

Table 191. (continued)

Parameter	Type	Description
		• Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Outroute_Details>	The detailed information of the outbound route.

Outroute_Details

Table 192.

Parameter	Type	Description
id	Integer	The unique ID of the outbound route.
name	String	The name of the outbound route.
outbound_cid	String	The outbound caller ID of the outbound route.
dial_pattern_list	Array<Dialpattern_List>	The dial pattern list.
trunk_list	Array<Trunk_List>	The list of the selected trunk in the outbound route.
ext_list	Array<Ext_List>	Th information list of the selected extensions.
pos	Integer	The current position of the outbound route in the list.
pin_protect	String	Outbound route password. • `disable` • `single_pin` • `pin_list`
pin	String	Single PIN code.
pin_list	Integer	The ID of the selected PIN list.

Dialpattern_List

Table 193.

Parameter	Type	Description
id	Integer	The unique ID of the dial pattern.
pattern	String	The dial pattern matching rules.
strip	Integer	The number of digits that will be stripped from the beginning of a dialed number before the call is placed.
prepend	String	The digits that will be prepended to the phone number before the call is placed.

Trunk_List

Table 194.

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

Ext_List

Table 195.

Parameter	Type	Description
ext_number	String	Extension number.
ext_name	String	The name of the extension/extension group/organization.
type	String	The type of the selected item. • `extension` • `ext_group` • `organization`
id	Integer	The unique ID of the selected extension/extension group/organization.

Examples

Request example

```
GET /
openapi/v1.0/outbound_route/get?id=11&access_token=nIAuSgDUim0uZgrNuha8hfzw
bvY41NWR HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 11,
        "name": "shared-trunk",
        "outbound_cid": "",
        "dial_pattern_list": [
            {
                "id": 12,
                "pattern": "55033X.",
                "strip": 5
            },
            {
                "id": 22,
                "pattern": "123X.",
                "strip": 1,
                "prepend": "55033"
            }
        ],
        "trunk_list": [
            {
                "id": 27,
                "name": "test-peer-trunking",
                "type": "peer"
            }
        ],
        "ext_list": [
            {
                "ext_number": "2010",
                "ext_name": "Wayne Willis",
                "type": "extension",
                "id": 58
            }
        ],
        "pos": 4,
        "pin_protect": "single_pin",
```

```
        "pin": "1234"
    }
}
```

Query Information of Multiple Outbound Routes

Query the detailed configurations of multiple outbound routes at the same time.

Request URL

```
GET {base_url}/{api_path}/outbound_route/query?access_token={access_token}
```

Request parameters

Table 196.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the outbound route(s). **Note:** • You can query the outbound route's ID using Search Specific Outbound Routes. • Use a comma to separate multiple IDs.

Response parameters

Table 197.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Table 197. (continued)

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Outroute_Details>	The detailed information of the outbound route.

Outroute_Details

Table 198.

Parameter	Type	Description
id	Integer	The unique ID of the outbound route.
name	String	The name of the outbound route.
outbound_cid	String	The outbound caller ID of the outbound route.
dial_pattern_list	Object<Dialpattern_List>	The dial pattern list.
trunk_list	Object<Trunk_List>	The list of the selected trunk in the outbound route.
ext_list	Object<Ext_List>	Th information list of the selected extensions.
pos	Integer	The current position of the outbound route in the list.
pin_protect	String	Outbound route password. • `disable` • `single_pin` • `pin_list`
pin	String	Single PIN code.
pin_list	Integer	The ID of the selected PIN list.

Dialpattern_List

Table 199.

Parameter	Type	Description
id	Integer	The unique ID of the dial pattern.
pattern	String	The dial pattern matching rules.

Table 199. (continued)

Parameter	Type	Description
strip	Integer	The number of digits that will be stripped from the beginning of a dialed number before the call is placed.
prepend	String	The digits that will be prepended to the phone number before the call is placed.

Trunk_List

Table 200.

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

Ext_List

Table 201.

Parameter	Type	Description
ext_number	String	Extension number.
ext_name	String	The name of the extension/extension group/organization.
type	String	The type of the selected item. • `extension` • `ext_group` • `organization`
id	Integer	The unique ID of the selected extension/extension group/organization.

Examples

Request example

```
GET /
openapi/v1.0/outbound_route/query?ids=9,11,13&access_token=JP1mzonWn6tDLJHL
Mex2IQf2ZLKElEuF HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 9,
            "name": "to-41",
            "outbound_cid": "",
            "dial_pattern_list": [
                {
                    "id": 10,
                    "pattern": "X.",
                    "strip": 0
                }
            ],
            "trunk_list": [
                {
                    "id": 27,
                    "name": "test-peer-trunking",
                    "type": "peer"
                }
            ],
            "ext_list": [
                {
                    "ext_number": "2002",
                    "ext_name": "Terrell Smith",
                    "type": "extension",
                    "id": 76
                },
                {
                    "ext_number": "2001",
                    "ext_name": "Phillip Huff",
                    "type": "extension",
                    "id": 77
                },
                {
                    "ext_number": "2003",
                    "ext_name": "Dave Harris",
                    "type": "extension",
                    "id": 75
                },
                {
                    "ext_number": "2005",
```

```
                "ext_name": "Kristin Hale",
                "type": "extension",
                "id": 41
            },
            {
                "ext_number": "2008",
                "ext_name": "Anna Simmons",
                "type": "extension",
                "id": 61
            }
        ],
        "pos": 2,
        "pin_protect": "disable"
    },
    {
        "id": 11,
        "name": "shared-trunk",
        "outbound_cid": "",
        "dial_pattern_list": [
            {
                "id": 12,
                "pattern": "55033X.",
                "strip": 5
            },
            {
                "id": 22,
                "pattern": "123X.",
                "strip": 1,
                "prepend": "55033"
            }
        ],
        "trunk_list": [
            {
                "id": 27,
                "name": "test-peer-trunking",
                "type": "peer"
            }
        ],
        "ext_list": [
            {
                "ext_number": "2010",
                "ext_name": "Wayne Willis",
                "type": "extension",
                "id": 58
            }
```

```
            ],
            "pos": 4,
            "pin_protect": "single_pin",
            "pin": "1234"
        },
        {
            "id": 13,
            "name": "outbound_to_cloud",
            "outbound_cid": "",
            "dial_pattern_list": [
                {
                    "id": 14,
                    "pattern": "9X.",
                    "strip": 0
                }
            ],
            "trunk_list": [
                {
                    "id": 27,
                    "name": "test-peer-trunking",
                    "type": "peer"
                }
            ],
            "ext_list": [
                {
                    "ext_number": "2002",
                    "ext_name": "Terrell Smith",
                    "type": "extension",
                    "id": 76
                }
            ],
            "pos": 3,
            "pin_protect": "pin_list",
            "pin_list": 1
        }
    ]
}
```


Add an Outbound Route

Create and configure an outbound route.

Request URL

```
POST {base_url}/{api_path}/outbound_route/create?access_token={access_token}
```

Request parameters

Table 202.

Parameter	Required	Type	Description
name	Yes	String	Outbound route name.
outbound_cid	No	String	Outbound caller ID.
dial_pattern_list	No	Array<Dial_Pattern_List>	The dial pattern of the outbound route.
trunk_list	No	Array<Trunk_List>	The selected trunk in the outbound route.
ext_list	No	Array<Ext_List>	The selected extensions in the outbound route.
pin_protect	Yes	String	Outbound route password. **Valid value**: • `disable` • `single_pin` • `pin_list`
pin	No	String	Single PIN code. **Note:** This parameter is required when the value of `pin_protect` is set to `single_pin`.
pin_list	No	Integer	The unique ID of the selected PIN list. **Note:** • This parameter is required when the value of `pin_protect` is set to `pin_list`. • You can query the PIN list ID using Get Menu Options.

Dial_Pattern_List

Table 203.

Parameter	Required	Type	Description
pattern	No	String	The dial pattern matching rules.
strip	No	Integer	The number of digits that will be stripped from the beginning of a dialed number before the call is placed.
prepend	No	String	The digits that will be prepended to the phone number before the call is placed.

Trunk_List

Table 204.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected trunk.
name	No	String	Trunk name.
type	No	String	Trunk type.

Ext_List

Table 205.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected extension/extension group/organization. **Note:** You can query the desired ID using Get Menu Options.
ext_number	No	String	Extension number.
ext_name	No	String	The name of the extension/extension group/organization.
type	Yes	String	The type of the selected item. **Valid value**: • `extension` • `ext_group` • `organization`

Response parameters

Table 206.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the outbound route.

Examples

Request example

```
POST /
openapi/v1.0/outbound_route/create?access_token=EKAuoD0jqEYnQoyOJBH0QmN7J9X
RCTRq HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "name": "test",
    "trunk_list": [
       {
            "id": 27
        }
    ],
    "ext_list": [
        {

            "id": 13,
            "type": "organization"
        },
         {

            "id": 34,
```

```
            "type": "ext_group"
        },
        {
          "id":39,
          "type":"extension"
         }
    ],
    "dial_pattern_list": [
        {
            "pattern": "X.",
            "strip": 0,
            "prepend": ""
        }
    ],
   "pin_protect":"disable"
}
```

Response example

```
HTTP 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 15
}
```

Edit an Outbound Route

Edit the configuration of an outbound route.

Request URL

```
POST {base_url}/{api_path}/outbound_route/update?access_token={access_token}
```

Request parameters

Table 207.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the outbound route. **Note:**

Table 207. (continued)

Parameter	Required	Type	Description
			To obtain the outbound route's ID, see Search Specific Outbound Routes.
name	No	String	Outbound route name.
outbound_cid	No	String	Outbound caller ID.
dial_pattern_list	No	Array<Dial_Pattern_List>	The dial pattern of the outbound route.
trunk_list	No	Array<Trunk_List>	The selected trunk in the outbound route.
ext_list	No	Array<Ext_List>	The selected extensions in the outbound route.
pin_protect	No	String	Outbound route password. **Valid value**: • `disable` • `single_pin` • `pin_list`
pin	No	String	Single PIN code. **Note:** This parameter is required when the value of `pin_protect` is set to `single_pin`.
pin_list	No	Integer	The unique ID of the selected PIN list. **Note:** • This parameter is required when the value of `pin_protect` is set to `pin_list`. • You can query the PIN list ID using Get Menu Options.

Dial_Pattern_List

Table 208.

Parameter	Required	Type	Description
pattern	No	String	The dial pattern matching rules.
strip	No	Integer	The number of digits that will be stripped from the beginning of a dialed number before the call is placed.
prepend	No	String	The digits that will be prepended to the phone number before the call is placed.

Trunk_List

Table 209.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected trunk.
name	No	String	Trunk name.
type	No	String	Trunk type.

Ext_List

Table 210.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected extension/extension group/organization. **Note:** You can query the desired ID using Get Menu Options.
ext_number	No	String	Extension number.
ext_name	No	String	The name of the extension/extension group/organization.
type	Yes	String	The selected type. **Valid value**: • `extension`

Table 210. (continued)

Parameter	Required	Type	Description
			• `ext_group` • `organization`

Response parameters

Table 211.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/outbound_route/update?access_token=EepE7JpKkhEWCjiOVqi9u3TJnYF
1vLg1 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id": 19,
    "pin_protect":"single_pin",
    "pin":"1234"
}
```

Response example

```
HTTP 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete an Outbound Route

Delete an outbound route.

Request URL

```
GET {base_url}/{api_path}/
outbound_route/delete?id={id}&access_token={access_token}
```

Request parameters

Table 212.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the outbound route. **Note:** You can query the outbound route's ID using Search Specific Outbound Routes.

Response parameters

Table 213.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/outbound_route/delete?id=11&access_token=ntuLtezMSZxInGTuPUa5j
HEhyshNJ4Pe HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Voicemail

Query Voicemail Messages of Multiple Extensions or Group Voicemails

Query the voicemail messages of multiple extensions or group voicemails.

Request URL

```
GET {base_url}/{api_path}/vm/query?access_token={access_token}
```

Request parameters

Table 214.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
number	Yes	String	The numbers of the desired extensions or group voicemails. **Note:** • Use a comma (`,`) to separate multiple numbers. For example, `1000,1001,6100`.

Table 214. (continued)

Parameter	Required	Type	Description
			• For group voicemail, you can only query voicemail messages of the group voicemail whose mode is set to **Shared by Members**.

Response parameters

Table 215.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
voicemail_list	Array<Vm_List>	The list of the queried extensions or group voicemails, and their voicemail messages.

Vm_List

Parameter	Type	Description
number	String	The number of the queried extension or group voicemail.
total_number	Integer	The total number of the voicemail messages.
data	Array<Vm_DetailInfo>	The detailed information of the voicemail messages.

Vm_DetailInfo

Table 216.

Parameter	Type	Description
msg_id	String	The unique ID of voicemail message.
file_name	String	The sequential file name of the voicemail message in the extension or group voicemail.
is_read	Integer	Whether the voicemail message has been read. • `0`: Unread • `1`: Read
duration	Integer	The duration of the voicemail message (**Unit**: Second).
size	Integer	File size (**Unit**: Byte).
group_voicemail_read_status	Array<Gvm_Read>	The read status of the voicemail message for each group member of the group voicemail. **Note:** This parameter only returns the read status for group voicemail. For extension, this parameter returns null.
name	String	The name of the caller who left the voicemail message.
time	String	The time when the voicemail message was left.
number	String	The number of the caller.

Gvm_Read

Table 217.

Parameter	Type	Description
name	String	The name of the group member.
number	String	The extension number of the group member.
is_read	Integer	The read status of the voicemail message for the group member. • `0`: Unread • `1`: Read

Examples

Request example

Query the voicemail messages of extension 1000, 1001, and a group voicemail (Number: 6100).

```
GET /
openapi/v1.0/vm/query?access_token=yehHGBEY7qWKZbwZibmTPO0z7GbKyNL9&number=
1000,1001,6100 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK

{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "voicemail_list": [
        {
            "number": "1000",
            "total_number": 2,
            "data": [
                {
                    "msg_id": "1713840514-00000622",
                    "file_name": "msg0000.wav",
                    "is_read": 1,
                    "duration": 18,
                    "size": 309164,
                    "group_voicemail_read_status": null,
                    "name": "Customer Example",
                    "time": "2024/04/23 10:48:34",
                    "number": "5503301"
                },
                {
                    "msg_id": "1713848892-00000627",
                    "file_name": "msg0001.wav",
                    "is_read": 1,
                    "duration": 11,
                    "size": 177644,
                    "group_voicemail_read_status": null,
                    "name": "Customer Example",
                    "time": "2024/04/23 13:08:01",
                    "number": "5503301"
```

```
            }
        ]
    },
    {
        "number": "1001",
        "total_number": 2,
        "data": [
            {
                "msg_id": "1713033773-0000061a",
                "file_name": "msg0000.wav",
                "is_read": 0,
                "duration": 599,
                "size": 9598444,
                "group_voicemail_read_status": null,
                "name": "Customer Example2",
                "time": "2024/04/14 02:42:53",
                "number": "5503302"
            },
            {
                "msg_id": "1713848892-00000626",
                "file_name": "msg0001.wav",
                "is_read": 0,
                "duration": 11,
                "size": 177644,
                "group_voicemail_read_status": null,
                "name": "Customer Example",
                "time": "2024/04/23 13:08:01",
                "number": "5503301"
            }
        ]
    },
    {
        "number": "6100",
        "total_number": 2,
        "data": [
            {
                "msg_id": "1713853925-0000062a",
                "file_name": "msg0000.wav",
                "is_read": 0,
                "duration": 28,
                "size": 460204,
                "group_voicemail_read_status": [
                    {
                        "name": "1000",
                        "number": "1000",
```

```
                            "is_read": 0
                        },
                        {
                            "name": "1001",
                            "number": "1001",
                            "is_read": 0
                        },
                        {
                            "name": "1003",
                            "number": "1003",
                            "is_read": 0
                        },
                        {
                            "name": "1002",
                            "number": "1002",
                            "is_read": 0
                        }
                    ],
                    "name": "Customer Example",
                    "time": "2024/04/23 14:32:05",
                    "number": "5503301"
                },
                {
                    "msg_id": "1713853578-00000629",
                    "file_name": "msg0000.wav",
                    "is_read": 1,
                    "duration": 9,
                    "size": 145644,
                    "group_voicemail_read_status": [
                        {
                            "name": "1002",
                            "number": "1002",
                            "is_read": 0
                        },
                        {
                            "name": "1000",
                            "number": "1000",
                            "is_read": 1
                        },
                        {
                            "name": "1001",
                            "number": "1001",
                            "is_read": 0
                        },
                        {
```

```
                            "name": "1003",
                            "number": "1003",
                            "is_read": 0
                        }
                    ],
                    "name": "Customer Example2",
                    "time": "2024/04/23 14:26:18",
                    "number": "5503302"
                }
            ]
        }
    ]
}
```

Query Voicemail Messages of an Extension or a Group Voicemail

Query the voicemail messages of a specific extension or group voicemail.

Request URL

```
GET {base_url}/{api_path}/vm/get?access_token={access_token}
```

Request parameters

Table 218.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
number	Yes	Integer	The number of the desired extension or group voicemail. **Note:** For group voicemail, you can only query voicemail messages of the group voicemail whose mode is set to **Shared by Members**.

Response parameters

Table 219.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the voicemail messages.
data	Array<Vm_DetailInfo>	The detailed information of the voicemail messages.

Vm_DetailInfo

Table 220.

Parameter	Type	Description
msg_id	String	The unique ID of voicemail message.
file_name	String	The sequential file name of the voicemail message in the extension or group voicemail.
is_read	Integer	Whether the voicemail message has been read. • `0`: Unread • `1`: Read
duration	Integer	The duration of the voicemail message (**Unit**: Second).
size	Integer	File size (**Unit**: Byte).
group_voicemail_read_status	Array<Gvm_Read>	The read status of the voicemail message for each group member of the group voicemail. **Note:**

Table 220. (continued)

Parameter	Type	Description
		This parameter only returns the read status for group voicemail. For extension, this parameter returns null.
name	String	The name of the caller who left the voicemail message.
time	String	The time when the voicemail message was left.
number	String	The number of the caller.

Gvm_Read

Table 221.

Parameter	Type	Description
name	String	The name of the group member.
number	String	The extension number of the group member.
is_read	Integer	The read status of the voicemail message for the group member. • `0`: Unread • `1`: Read

Examples

Request example

Query voicemail messages of a group voicemail (Number: 6100).

```
GET /
openapi/v1.0/vm/get?access_token=aX64YMVu2lh6bQvWI94ek40yB5Q6jDKX&number=61
00 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK

{
    "errcode": 0,
    "errmsg": "SUCCESS",
```

```
    "total_number": 1,
    "data": [
        {
            "msg_id": "1713840555-00000623",
            "file_name": "msg0000.wav",
            "is_read": 1,
            "duration": 18,
            "size": 290604,
            "group_voicemail_read_status": [
                {
                    "name": "Kristin Hale",
                    "number": "1002",
                    "is_read": 0
                },
                {
                    "name": "Leo Ball",
                    "number": "1000",
                    "is_read": 1
                },
                {
                    "name": "Dave Harris",
                    "number": "1001",
                    "is_read": 0
                },
                {
                    "name": "Terrel Smith",
                    "number": "1003",
                    "is_read": 0
                }
            ],
            "name": "John(Customer Example)",
            "time": "2024/04/23 10:49:15",
            "number": "5503301"
        }
    ]
}
```


Download a Voicemail Message

Download a specific vociemail message.

Steps to download a voicemail message

1. Get the download URL of a voicemail message

2. Download the voicemail message

Request URL

```
GET {base_url}/{api_path}/vm/download?access_token={access_token}
```

Request parameters

Table 222.

Parameter	Required	Type	Description
msg_id	Yes	String	The unique ID of voicemail message. **Note:** You can query the message ID using Query Voicemail Messages of an Extension or a Group Voicemail.

Response parameters

Table 223.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The unique file name of the voicemail message.
download_resource_url	String	The download URL of the voicemail message. **Note:** The download URL is only valid for 30 minutes.

Examples

Request example

Obtain the download URL of a voicemail message (ID: 1713033769-00000619).

```
GET /
openapi/v1.0/vm/download?access_token=OhhwaZiSoRIJdeC34wQYH7hUjHcuKpf5&msg_
id=1713033769-00000619 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK

{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file":
 "PBX-Voicemail-x.15.0.x-download-20240423160019-3nHw52nGalosEJ62.wav",
    "download_resource_url":
 "/api/download/PBX-Voicemail-x.15.0.x-download-20240423160019-3nHw52nGalos
EJ62.wav"
}
```

Download the voicemail message

After obtaining the download URL for the voicemail message, combine it with the *{base_-url}* and append the `{access_token}` parameter. Then, use the complete link to download the desired voicemail message.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/PBX-Voicemail-x.15.0.x-download-20240423160019-3nHw52nGalosEJ6
2.wav?access_token=MB1OklPar5hnDfhi4srZa8FrZ4znFSzr
```

Add a Voicemail Message

Add a voicemail message to a specific extension.

Scenario

The PBX is used for room extension management in a hotel, and the hotel system utilizes a third-party voicemail system to store voicemail messages. When there is a voicemail message left for a room extension, the third-party voicemail system calls the API to add a voicemail message to the PBX extension registered on the room phone. As a result, the message indicator on the room phone will light up, notifying the guest of the new voicemail message.

Request URL

```
POST {base_url}/{api_path}/vm/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
vm_from_number	Yes	String	The number that leaves the voicemail message. **Note:** • Numbers `0`-`9` and characters `*`, `#`, `+`, `[`, `]`, `(`, `)`, `-`, `.` are allowed. • The maximum character length is 31.
vm_to_number	Yes	String	The extension number to which the voicemail message was left.

Response parameters

Table 224.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Table 224. (continued)

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	String	The unique ID of the voicemail message.

Examples

Request example

```
POST /openapi/v1.0/vm/create?access_token=LOTrEg962uKH7lQAYGDtGDf3CT48RwmE
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
  "vm_from_number": "5503301",
  "vm_to_number": "1005"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": "1718170428-00000009"
}
```

Update Read Status of a Voicemail Message

Update the read status of a specific voicemail message to "Read".

Scenario

The PBX is used for room extension management in a hotel, and the hotel system utilizes a third-party voicemail system to store voicemail messages. When there is a voicemail message left for a room extension, the third-party voicemail system calls the API to add a voicemail message to the PBX extension registered on the room phone. As a result, the message indicator on the room phone will light up, notifying the guest of the new voicemail message.

After the guest reads the voicemail message, the third-party voicemail system calls the API to update the read status of the voicemail message to "Read". In this way, the message indicator on the room phone will turn off.

Request URL

```
POST {base_url}/{api_path}/vm/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	String	The unique ID of the voicemail message. **Note:** You can query the voicemail message ID using Query Voicemail Messages of an Extension or a Group Voicemail.
vm_status	Yes	String	Specify the read status of the voicemail message. **Valid value**: `1` (Read).

Response parameters

Table 225.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /openapi/v1.0/vm/update?access_token=UN4AwGY5YMn2tQDqM8LoRi9oPeInD0oP
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
User-Agent: OpenAPI

{
  "id": "1718161323-00000002",
  "vm_status": 1
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Voicemail Message

Delete a specific voicemail message.

Request URL

```
GET {base_url}/{api_path}/vm/delete?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	String	The unique ID of the voicemail message. **Note:** You can query the voicemail message ID using Query Voicemail Messages of an Extension or a Group Voicemail.

Response parameters

Table 226.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/vm/delete?id=1718161323-00000002&access_token=UN4AwGY5YMn2tQDq
M8LoRi9oPeInD0oP HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete All Voicemail Messages of an Extension

Delete all the voicemail messages of an extension, either left via calls or via API.

Request URL

```
GET {base_url}/{api_path}/vm/delete_extension_vm?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
vm_to_number	Yes	String	The extension number to which the voicemail message was left.

Response parameters

Table 227.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Delete all the voicemail messages left to extension 1005.

```
GET /
openapi/v1.0/vm/delete_extension_vm?access_token=UN4AwGY5YMn2tQDqM8LoRi9oPe
InD0oP&vm_to_number=1005 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

IVR

Query IVR List

Query the IVR list.

Request URL

```
GET {base_url}/{api_path}/ivr/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `number` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of IVRs.
data	Array <IVR_List>	The basic information of each IVR.

IVR_List

Parameter	Type	Description
id	Integer	The unique ID of the IVR.
number	String	IVR number.
name	String	IVR name.
dial_ext_option	String	Whether to allow callers to dial extensions via the IVR. • `disable`: Prohibit callers from calling any extensions. • `all`: Allow callers to call all extensions. • `allow`: Allow callers to call specified extensions. • `restrict`: Prohibit callers from calling specified extensions.
enb_dial_outb_routes	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. • `0`: Disallow. • `1`: Allow.
client_unique_ringtone	String	The distinctive ringtone that will be played on extension users' Linkus clients when they receive calls from this IVR.

Examples

Request example

```
GET /
openapi/v1.0/ivr/list?access_token=Jh5d63SPHsNMnv6nzoOgUeKDyXSuOGxg&page=1&
page_size=20&sort_by=id&order_by=asc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
```

```
    "errmsg": "SUCCESS",
    "total_number": 4,
    "data": [
        {
            "id": 1,
            "number": "6202",
            "name": "VoicePrompt",
            "dial_ext_option": "disable",
            "enb_dial_outb_routes": 0,
            "client_unique_ringtone": "Ring1.mp3"
        },
        {
            "id": 2,
            "number": "6203",
            "name": "VoiceAssist Navigator",
            "dial_ext_option": "disable",
            "enb_dial_outb_routes": 0,
            "client_unique_ringtone": ""
        },
        {
            "id": 3,
            "number": "6200",
            "name": "VoiceMenu Navigator",
            "dial_ext_option": "allow",
            "enb_dial_outb_routes": 1,
            "client_unique_ringtone": "example-1.wav"
        },
        {
            "id": 4,
            "number": "6201",
            "name": "Virtual Receptionist",
            "dial_ext_option": "all",
            "enb_dial_outb_routes": 1,
            "client_unique_ringtone": "Ring8.mp3"
        }
    ]
}
```


Search Specific IVRs

Search specific IVRs from the IVR list.

Request URL

```
GET {base_url}/{api_path}/ivr/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `number` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of searched IVRs.
data	Array <IVR_List>	The information of the IVR.

IVR_List

Parameter	Type	Description
id	Integer	The unique ID of the IVR.
number	String	IVR number.
name	String	IVR name.
dial_ext_option	String	Whether to allow callers to dial extensions via the IVR. • `disable`: Prohibit callers from calling any extensions. • `all`: Allow callers to call all extensions. • `allow`: Allow callers to call specified extensions. • `restrict`: Prohibit callers from calling specified extensions.
enb_dial_outb_routes	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. • `0`: Disallow. • `1`: Allow.
client_unique_ringtone	String	The distinctive ringtone that will be played on extension users' Linkus clients when they receive calls from this IVR.

Examples

Request example

Search for the IVR with the number "6200".

```
GET /
openapi/v1.0/ivr/search?access_token=Jh5d63SPHsNMnv6nzoOgUeKDyXSuOGxg&searc
h_value=6200 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 1,
            "number": "6200",
```

```
            "name": "VoiceMenu Navigator",
            "dial_ext_option": "allow",
            "enb_dial_outb_routes": 1,
            "client_unique_ringtone": "Ring1.mp3"
        }
    ]
}
```

Query Information of an IVR

Query detailed information of an IVR.

Request URL

```
GET {base_url}/{api_path}/ivr/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the IVR. **Note:** You can query IVR's ID using Search Specific IVRs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Parameter	Type	Description
data	Object <IVR_DetailInfo>	The detailed information of the IVR.

IVR_DetailInfo

Parameter	Type	Description
id	Integer	The unique ID of the IVR.
number	String	IVR number.
name	String	IVR name.
prompt	String	The name of the IVR prompt.
prompt_repeat	Integer	The maximum number of times the IVR prompt will be repeated.
resp_timeout	Integer	The timeout duration for callers to input keys after playing the IVR prompt (**Unit**: Second). **Note:** If no input is received after the timeout, the system will repeat the IVR prompt until the maximum number of times is reached. If there is still no input after the timeout, the call will be routed to the Timeout Destination.
digit_timeout	Integer	The timeout duration between the caller inputting a key and the next key (**Unit**: Second).
dial_ext_option	String	Whether to allow callers to dial extensions via IVR. • `disable`: Prohibit callers from dialing any extensions. • `all`: Allow callers to dial all extensions. • `allow`: Allow callers to dial specified extensions. • `restrict`: Prohibit callers from dialing specified extensions.
enb_dial_outb_routes	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. • `0`: Disallow. • `1`: Allow.
enb_dial_check_vm	Integer	Whether to allow callers to check voicemail via IVR. • `0`: Disallow. • `1`: Allow.

Parameter	Type	Description
press*x*_dest	String	The destination type of key *x*. **Note:** *x* refers to a specific number between 0 and 9. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press*x*_dest_prefix	String	This parameter returns different values depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
press*x*_dest_value	String	The destination of key *x*. This parameter returns different values depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or

Parameter	Type	Description
		`conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record*X*	Integer	After a call has been routed to the destination of key *X*, stop recording the call. **Note:** *X* refers to a specific number between 0 and 9. • `0`: Disabled. • `1`: Enabled.
press_hash_dest	String	The destination type of key `#`. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press_hash_dest_prefix	String	This parameter returns different values depending on the destination type of key `#`. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
press_hash_dest_value	String	The destination of key `#`. This parameter returns different values depending on the destination type of key `#`.

Parameter	Type	Description
		• When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_hash	Integer	After a call has been routed to the destination of key `#`, stop recording the call. • `0`: Disabled. • `1`: Enabled.
press_star_dest	String	The destination type of key `*`. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press_star_dest_prefix	String	This parameter returns different values depending on the destination type of key `*`. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
press_star_dest_value	String	The destination of key `*`. This parameter returns different values depending on the destination type of key `*`.

Parameter	Type	Description
		• When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_star	Integer	After a call has been routed to the destination of key `*`, stop recording the call. • `0`: Disabled. • `1`: Enabled.
timeout_dest	String	The destination type of **Response Timeout**. **Note:** **Response Timeout** occurs when the system has played the prompt repeatedly for the maximum number of times, but the caller has not taken any action within the specified time. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
timeout_dest_prefix	String	This parameter returns different values depending on the destination type of **Response Timeout**. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number.

Parameter	Type	Description
		• When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
timeout_dest_value	String	The destination of **Response Timeout**. This parameter returns different values depending on the destination type of **Response Timeout**. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_timeout	Integer	After a call has been routed to the destination of **Response Timeout**, stop recording the call. • `0`: Disabled. • `1`: Enabled.
invalid_dest	String	The destination type of invalid input. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
invalid_dest_prefix	String	This parameter returns different values depending on the destination type of invalid input.

Parameter	Type	Description
		• When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
invalid_dest_value	String	The destination of invalid input. This parameter returns different values depending on the destination type of invalid input. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_invalid	Integer	After a call has been routed to the destination of invalid input, stop recording the call. • `0`: Disabled. • `1`: Enabled.
dial_ext_list	Array <Allow_Ext_List>	Extensions or extension groups that callers are allowed to call via the IVR.
restrict_dial_ext_list	Array <Restrict_Ext_List>	Extensions or extension groups that callers are prohibited from calling via the IVR.
enb_dial_call_number	Integer	Whether callers are allowed to directly dial ring group, queue, and conference room numbers via the IVR. • `0`: Disallow. • `1`: Allow.
dial_call_number_list	Array <Allow_Call_Nu	The ring group, queue, and conference room numbers that callers are allowed to call via the IVR.

Parameter	Type	Description
	mber_List>	
dial_outb_route_list	Array <Allow_Route_List>	The outbound route that callers are allowed to use within the IVR.
alert_info	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this IVR.
prompt_manger_enb	Integer	Whether to allow users to dial the feature code `#9` to modify the IVR prompt. • `0`: Disallow. • `1`: Allow.
prompt_manger_password	String	The password for modifying IVR prompts.
client_unique_ringtone	String	The distinctive ringtone that will be played on extension users' Linkus clients when they receive calls from this IVR.

Allow_Ext_List

Parameter	Type	Description
text	String	The name of the extension / extension group / organization that callers are allowed to call.
text2	String	The number of the extension, or the name of extension group / organization that callers are allowed to call.
value	String	The ID of the extension / extension group / organization that callers are allowed to call.
type	String	The type of the object that callers are allowed to call. • `extension` • `ext_group` • `organization`

Restrict_Ext_List

Parameter	Type	Description
text	String	The name of the extension / extension group / organization that callers are prohibited from calling.

Parameter	Type	Description
text2	String	The number of the extension, or the name of extension group / organization that callers are prohibited from calling.
value	String	The ID of the extension / extension group / organization that callers are prohibited from calling.
type	String	The type of the object that callers are prohibited from calling. • `extension` • `ext_group` • `organization`

Allow_Call_Number_List

Parameter	Type	Description
text	String	The name of the ring group / queue / conference that callers are allowed to call via the IVR.
text2	String	The number of the ring group / queue / conference that callers are allowed to call via the IVR.
value	String	The ID of the ring group / queue / conference that callers are allowed to call via the IVR.
type	String	The type of the object that callers are allowed to call via the IVR. • `ring_group` • `queue` • `conference`

Allow_Route_List

Parameter	Type	Description
text	String	The name of the outbound route that callers are allowed to use.
value	String	The ID of the outbound route that callers are allowed to use.

Examples

Request example

Query the detailed information of the IVR with ID "1".

```
GET /
openapi/v1.0/ivr/get?access_token=sRuPSzYcPflKgdwSVpA1lhxlVLw0q0z1&id=1
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 1,
        "number": "6200",
        "name": "6200",
        "prompt": "welcome.wav,keypress.wav,default",
        "prompt_repeat": 3,
        "resp_timeout": 3,
        "digit_timeout": 10,
        "dial_ext_option": "disable",
        "enb_dial_outb_routes": 0,
        "enb_dial_check_vm": 0,
        "press0_dest": "",
        "press0_dest_prefix": "",
        "press0_dest_value": "",
        "allow_out_record0": 0,
        "press1_dest": "",
        "press1_dest_prefix": "",
        "press1_dest_value": "",
        "allow_out_record1": 0,
        "press2_dest": "",
        "press2_dest_prefix": "",
        "press2_dest_value": "",
        "allow_out_record2": 0,
        "press3_dest": "",
        "press3_dest_prefix": "",
        "press3_dest_value": "",
        "allow_out_record3": 0,
        "press4_dest": "",
        "press4_dest_prefix": "",
        "press4_dest_value": "",
        "allow_out_record4": 0,
        "press5_dest": "",
        "press5_dest_prefix": "",
        "press5_dest_value": "",
```

```
        "allow_out_record5": 0,
        "press6_dest": "",
        "press6_dest_prefix": "",
        "press6_dest_value": "",
        "allow_out_record6": 0,
        "press7_dest": "",
        "press7_dest_prefix": "",
        "press7_dest_value": "",
        "allow_out_record7": 0,
        "press8_dest": "",
        "press8_dest_prefix": "",
        "press8_dest_value": "",
        "allow_out_record8": 0,
        "press9_dest": "",
        "press9_dest_prefix": "",
        "press9_dest_value": "",
        "allow_out_record9": 0,
        "press_hash_dest": "",
        "press_hash_dest_prefix": "",
        "press_hash_dest_value": "",
        "allow_out_record_hash": 0,
        "press_star_dest": "",
        "press_star_dest_prefix": "",
        "press_star_dest_value": "",
        "allow_out_record_star": 0,
        "timeout_dest": "",
        "timeout_dest_prefix": "",
        "timeout_dest_value": "",
        "allow_out_record_timeout": 0,
        "invalid_dest": "play_prompt",
        "invalid_dest_prefix": "1",
        "invalid_dest_value": "welcome.wav",
        "allow_out_record_invalid": 0,
        "alert_info": "",
        "prompt_manger_enb": 0,
        "prompt_manger_password": "****",
        "enb_dial_call_number": 1,
        "dial_call_number_list": [
            {
                "text": "6500",
                "text2": "6500",
                "value": "1",
                "type": "conference"
            },
            {
```

```
                "text": "ringback-tone-test-RG",
                "text2": "6300",
                "value": "1",
                "type": "ring_group"
            },
            {
                "text": "Support",
                "text2": "6401",
                "value": "1",
                "type": "queue"
            }
        ],
        "client_unique_ringtone": "example-1.wav"
    }
}
```

Query Information of Multiple IVRs

Query the detailed information of multiple IVRs at the same time.

Request URL

```
GET {base_url}/{api_path}/ivr/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID of the IVR(s). **Note:** • You can query IVR's ID using Search Specific IVRs. • Use a comma to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed.

Parameter	Type	Description
		• Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <IVR_DetailInfo>	Detailed information of each IVR.

IVR_DetailInfo

Parameter	Type	Description
id	Integer	The unique ID of the IVR.
number	String	IVR number.
name	String	IVR name.
prompt	String	The name of the IVR prompt.
prompt_repeat	Integer	The maximum number of times the IVR prompt will be repeated.
resp_timeout	Integer	The timeout duration for callers to input keys after playing the IVR prompt (**Unit**: Second). **Note:** If no input is received after the timeout, the system will repeat the IVR prompt until the maximum number of times is reached. If there is still no input after the timeout, the call will be forwarded to the Timeout Destination.
digit_timeout	Integer	The timeout duration between the caller inputting a key and the next key (**Unit**: Second).
dial_ext_option	String	Whether to allow callers to dial extensions via IVR. • `disable`: Prohibit callers from dialing any extensions. • `all`: Allow callers to dial all extensions. • `allow`: Allow callers to dial specified extensions.

Parameter	Type	Description
		• `restrict`: Prohibit callers from dialing specified extensions.
enb_dial_outb_routes	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. • `0`: Disallow. • `1`: Allow.
enb_dial_check_vm	Integer	Whether to allow callers to check voicemail via IVR. • `0`: Disallow. • `1`: Allow.
press*x*_dest	String	The destination type of key *x*. **Note:** *x* refers to a specific number between 0 and 9. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press*x*_dest_prefix	String	This parameter returns different values depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.

Parameter	Type	Description
press*x*_dest_value	String	The destination of key *x*. This parameter returns different values depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`, `call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record*x*	Integer	After a call has been routed to the destination of key *x*, stop recording the call. **Note:** *x* refers to a specific number between 0 and 9. • `0`: Disabled. • `1`: Enabled.
press_hash_dest	String	The destination type of key `#`. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.

Parameter	Type	Description
press_hash_dest_prefix	String	This parameter returns different values depending on the destination type of key `#`. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
press_hash_dest_value	String	The destination of key `#`. This parameter returns different values depending on the destination type of key `#`. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`, `call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_hash	Integer	After a call has been routed to the destination of key `#`, stop recording the call. • `0`: Disabled. • `1`: Enabled.
press_star_dest	String	The destination type of key `*`. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.

Parameter	Type	Description
press_star_dest_prefix	String	This parameter returns different values depending on the destination type of key `*`. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
press_star_dest_value	String	The destination of key `*`. This parameter returns different values depending on the destination type of key `*`. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`, `call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_star	Integer	After a call has been routed to the destination of key `*`, stop recording the call. • `0`: Disabled. • `1`: Enabled.
timeout_dest	String	The destination type of **Response Timeout**. **Note:** **Response Timeout** occurs when the system has played the prompt repeatedly for the maximum number of times, but the caller has not taken any action within the specified time. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue.

Parameter	Type	Description
		• `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
timeout_dest_prefix	String	This parameter returns different values depending on the destination type of **Response Timeout**. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
timeout_dest_value	String	The destination of **Response Timeout**. This parameter returns different values depending on the destination type of **Response Timeout**. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`, `call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_timeout	Integer	After a call has been routed to the destination of **Response Timeout**, stop recording the call. • `0`: Disabled. • `1`: Enabled.
invalid_dest	String	The destination type of invalid input. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group.

Parameter	Type	Description
		• `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
invalid_dest_prefix	String	This parameter returns different values depending on the destination type of invalid input. • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, the parameter returns the play count of the prompt.
invalid_dest_value	String	The destination of invalid input. This parameter returns different values depending on the destination type of invalid input. • When the destination type is `play_greeting` or `play_prompt`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`, `call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
allow_out_record_invalid	Integer	After a call has been routed to the destination of invalid input, stop recording the call. • `0`: Disabled. • `1`: Enabled.
dial_ext_list	Array <Allow_Ext_List>	Extensions or extension groups that callers are allowed to call via the IVR.
restrict_dial_ext_list	Array <Restric	Extensions or extension groups that callers are prohibited from calling via the IVR.

Parameter	Type	Description
	t_Ext_List>	
enb_dial_call_number	Integer	Whether callers are allowed to directly dial ring group, queue, and conference room numbers via the IVR. • `0`: Disallow. • `1`: Allow.
dial_call_number_list	Array <Allow_Call_Number_List>	The ring group, queue, and conference room numbers that callers are allowed to call via the IVR.
dial_outb_route_list	Array <Allow_Route_List>	The outbound route that callers are allowed to use via the IVR.
alert_info	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this IVR.
prompt_manger_enb	Integer	Whether to allow users to dial the feature code `#9` to modify the IVR prompt. • `0`: Disallow. • `1`: Allow.
prompt_manger_password	String	The password for modifying IVR prompts.
client_unique_ringtone	String	The distinctive ringtone that will be played on extension users' Linkus clients when they receive calls from this IVR.

Allow_Ext_List

Parameter	Type	Description
text	String	The name of the extension / extension group / organization that callers are allowed to call.
text2	String	The number of the extension, or the name of extension group / organization that callers are allowed to call.
value	String	The ID of the extension / extension group / organization that callers are allowed to call.
type	String	The type of the object that callers are allowed to call.

Parameter	Type	Description
		• `extension` • `ext_group` • `organization`

Restrict_Ext_List

Parameter	Type	Description
text	String	The name of the extension / extension group / organization that callers are prohibited from calling.
text2	String	The number of the extension, or the name of extension group / organization that callers are prohibited from calling.
value	String	The ID of the extension / extension group / organization that callers are prohibited from calling.
type	String	The type of the object that callers are prohibited from calling. • `extension` • `ext_group` • `organization`

Allow_Call_Number_List

Parameter	Type	Description
text	String	The name of the ring group / queue / conference that callers are allowed to call via the IVR.
text2	String	The number of the ring group / queue / conference that callers are allowed to call via the IVR.
value	String	The ID of the ring group / queue / conference that callers are allowed to call via the IVR.
type	String	The type of the object that callers are allowed to call via the IVR. • `ring_group` • `queue` • `conference`

Allow_Route_List

Parameter	Type	Description
text	String	The name of the outbound route that callers are allowed to use.
value	String	The ID of the outbound route that callers are allowed to use.

Examples

Request example

Query the detailed information of 2 IVRs (ID: 1 & 4) at the same time.

```
GET /
openapi/v1.0/ivr/query?access_token=XKvESnkcM3tZMjP7ZdmhUsnAvZ7vdzD6&ids=1,
4 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 1,
            "number": "6200",
            "name": "6200",
            "prompt": "welcome.wav,keypress.wav,default",
            "prompt_repeat": 3,
            "resp_timeout": 3,
            "digit_timeout": 10,
            "dial_ext_option": "disable",
            "enb_dial_outb_routes": 0,
            "enb_dial_check_vm": 0,
            "press0_dest": "",
            "press0_dest_prefix": "",
            "press0_dest_value": "",
            "allow_out_record0": 0,
            "press1_dest": "",
            "press1_dest_prefix": "",
            "press1_dest_value": "",
            "allow_out_record1": 0,
            "press2_dest": "",
            "press2_dest_prefix": "",
```

```
            "press2_dest_value": "",
            "allow_out_record2": 0,
            "press3_dest": "",
            "press3_dest_prefix": "",
            "press3_dest_value": "",
            "allow_out_record3": 0,
            "press4_dest": "",
            "press4_dest_prefix": "",
            "press4_dest_value": "",
            "allow_out_record4": 0,
            "press5_dest": "",
            "press5_dest_prefix": "",
            "press5_dest_value": "",
            "allow_out_record5": 0,
            "press6_dest": "",
            "press6_dest_prefix": "",
            "press6_dest_value": "",
            "allow_out_record6": 0,
            "press7_dest": "",
            "press7_dest_prefix": "",
            "press7_dest_value": "",
            "allow_out_record7": 0,
            "press8_dest": "",
            "press8_dest_prefix": "",
            "press8_dest_value": "",
            "allow_out_record8": 0,
            "press9_dest": "",
            "press9_dest_prefix": "",
            "press9_dest_value": "",
            "allow_out_record9": 0,
            "press_hash_dest": "",
            "press_hash_dest_prefix": "",
            "press_hash_dest_value": "",
            "allow_out_record_hash": 0,
            "press_star_dest": "",
            "press_star_dest_prefix": "",
            "press_star_dest_value": "",
            "allow_out_record_star": 0,
            "timeout_dest": "",
            "timeout_dest_prefix": "",
            "timeout_dest_value": "",
            "allow_out_record_timeout": 0,
            "invalid_dest": "play_prompt",
            "invalid_dest_prefix": "1",
            "invalid_dest_value": "welcome.wav",
```

```
            "allow_out_record_invalid": 0,
            "alert_info": "",
            "prompt_manger_enb": 0,
            "prompt_manger_password": "****",
            "enb_dial_call_number": 1,
            "dial_call_number_list": [
                {
                    "text": "6500",
                    "text2": "6500",
                    "value": "1",
                    "type": "conference"
                },
                {
                    "text": "ringback-tone-test-RG",
                    "text2": "6300",
                    "value": "1",
                    "type": "ring_group"
                },
                {
                    "text": "Support",
                    "text2": "6401",
                    "value": "1",
                    "type": "queue"
                }
            ],
            "client_unique_ringtone": "Ring8.mp3"
        },
        {
            "id": 4,
            "number": "6201",
            "name": "6201",
            "prompt": "welcome.wav,keypress.wav",
            "prompt_repeat": 1,
            "resp_timeout": 3,
            "digit_timeout": 3,
            "dial_ext_option": "disable",
            "enb_dial_outb_routes": 0,
            "enb_dial_check_vm": 0,
            "press0_dest": "",
            "press0_dest_prefix": "",
            "press0_dest_value": "",
            "allow_out_record0": 0,
            "press1_dest": "",
            "press1_dest_prefix": "",
            "press1_dest_value": "",
```

```
            "allow_out_record1": 0,
            "press2_dest": "",
            "press2_dest_prefix": "",
            "press2_dest_value": "",
            "allow_out_record2": 0,
            "press3_dest": "",
            "press3_dest_prefix": "",
            "press3_dest_value": "",
            "allow_out_record3": 0,
            "press4_dest": "",
            "press4_dest_prefix": "",
            "press4_dest_value": "",
            "allow_out_record4": 0,
            "press5_dest": "",
            "press5_dest_prefix": "",
            "press5_dest_value": "",
            "allow_out_record5": 0,
            "press6_dest": "",
            "press6_dest_prefix": "",
            "press6_dest_value": "",
            "allow_out_record6": 0,
            "press7_dest": "",
            "press7_dest_prefix": "",
            "press7_dest_value": "",
            "allow_out_record7": 0,
            "press8_dest": "",
            "press8_dest_prefix": "",
            "press8_dest_value": "",
            "allow_out_record8": 0,
            "press9_dest": "",
            "press9_dest_prefix": "",
            "press9_dest_value": "",
            "allow_out_record9": 0,
            "press_hash_dest": "",
            "press_hash_dest_prefix": "",
            "press_hash_dest_value": "",
            "allow_out_record_hash": 0,
            "press_star_dest": "",
            "press_star_dest_prefix": "",
            "press_star_dest_value": "",
            "allow_out_record_star": 0,
            "timeout_dest": "ext_vm",
            "timeout_dest_prefix": "",
            "timeout_dest_value": "23",
            "allow_out_record_timeout": 0,
```

```
            "invalid_dest": "end_call",
            "invalid_dest_prefix": "",
            "invalid_dest_value": "",
            "allow_out_record_invalid": 0,
            "alert_info": "",
            "prompt_manger_enb": 0,
            "prompt_manger_password": "****",
            "enb_dial_call_number": 1,
            "dial_call_number_list": [
                {
                    "text": "ringback-tone-test-RG",
                    "text2": "6300",
                    "value": "1",
                    "type": "ring_group"
                }
            ],
            "client_unique_ringtone": "example-1.wav"
        }
    ]
}
```

Add an IVR

Add and configure an IVR.

Request URL

```
POST {base_url}/{api_path}/ivr/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	IVR number.
name	Yes	String	IVR name.
prompt	Yes	String	The name of the IVR prompt. **Valid value**: • `default`: The default prompt. • Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**). **Note:**

Parameter	Required	Type	Description
			• Up to 5 prompts are supported. • Use a comma to separate multiple custom prompt file names. E.g. `default,IVR.wav`.
prompt_repeat	Yes	Integer	The maximum number of times the IVR prompt will be repeated. **Valid value**: `1` - `5`.
resp_timeout	Yes	Integer	The timeout duration for callers to input keys after playing the IVR prompt (**Unit**: Second). **Valid value**: `1` - `10`. **Note:** If no input is received after the timeout, the system will repeat the IVR prompt until the maximum number of times is reached. If there is still no input after the timeout, the call will be routed to the Timeout Destination.
digit_timeout	Yes	Integer	The timeout duration between the caller inputting a key and the next key (**Unit**: Second). **Valid value**: `1` - `10`.
alert_info	No	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this IVR.
client_unique_ringtone	No	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this IVR. **Valid value**: • **Built-in ringtones**: `Ring{x}.mp3` (where `x` = `0` - `10`). • **Custom ringtone**: The file name of an existing custom ringtone on the PBX (Path: **PBX Settings > Voice Prompt > Custom Ringtone**). E.g. `example.wav`.
dial_ext_option	Yes	String	Whether to allow callers to dial extensions via IVR. **Valid value**: • `disable`: Prohibit callers from dialing any extensions. • `all`: Allow callers to dial all extensions. • `allow`: Allow callers to dial specified extensions. • `restrict`: Prohibit callers from dialing specified extensions.

Parameter	Required	Type	Description
dial_ext_list	No	Array <Allow_Ext_List>	Extensions or extension groups that callers are allowed to call within the IVR. **Note:** This parameter is required when dial_ext_option is set to `allow`.
restrict_dial_ext_list	No	Array <Restrict_Ext_List>	Extensions or extension groups that callers are prohibited from calling within the IVR. **Note:** This parameter is required when dial_ext_option is set to `restrict`.
enb_dial_call_number	No	Integer	Whether to allow callers to directly dial ring group, queue, and conference room numbers via the IVR. **Valid value**: • `0`: Disallow. • `1`: Allow.
dial_call_number_list	No	Array <Allow_Call_Number_List>	Ring group, queue, and conference room numbers that callers are allowed to call via the IVR.
enb_dial_outb_routes	No	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. **Valid value**: • `0`: Disallow. • `1`: Allow.
dial_outb_route_list	No	Array <Allow_Route_List>	The outbound route that callers are allowed to use within the IVR. **Note:** This parameter is required when enb_dial_outb_routes is set to `1`.
enb_dial_check_vm	No	Integer	Whether to allow callers to check voicemail via IVR. **Valid value**: • `0`: Disallow. • `1`: Allow.

Parameter	Required	Type	Description
prompt_manger_enb	No	Integer	Whether to allow users to dial the feature code `#9` to modify the IVR prompt. **Valid value**: • `0`: Disallow. • `1`: Allow.
prompt_manger_password	No	String	The password for modifying IVR prompts. **Note:** This parameter is required when prompt_manger_enb is set to `1`.
press*x*_dest	No	String	The destination type of key *x*. **Note:** *x* refers to a specific number between 0 and 9. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press*x*_dest_prefix	No	String	This parameter defines different settings depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number.

Parameter	Required	Type	Description
			• When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
press*x*_dest_value	No	String	The destination of key *x*. This parameter defines different settings depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record*x*	No	Integer	After a call has been routed to the destination of key *x*, stop recording the call. **Note:** *x* refers to a specific number between 0 and 9. **Valid value**: • `0`: Disabled. • `1`: Enabled.
press_hash_dest	No	String	The destination type of key `#`. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue.

Parameter	Required	Type	Description
			• `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press_hash_dest_prefix	No	String	This parameter defines different settings depending on the destination type of key `#`. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
press_hash_dest_value	No	String	The destination of key `#`. This parameter defines different settings depending on the destination type of key `#`. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_hash	No	Integer	After a call has been routed to the destination of key `#`, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.
press_star_dest	No	String	The destination type of key `*`. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR.

Parameter	Required	Type	Description
			• `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press_star_dest_prefix	No	String	The parameter defines different settings depending on the destination type of key `*`. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
press_star_dest_value	No	String	The destination of key `*`. This parameter defines different settings depending on the destination type of key `*`. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_star	No	Integer	After a call has been routed to the destination of key `*`, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.
timeout_dest	No	String	The destination type of **Response Timeout**. **Note:**

Parameter	Required	Type	Description
			Response Timeout occurs when the system has played the prompt repeatedly for the maximum number of times, but the caller has not taken any action within the specified time. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
timeout_dest_prefix	No	String	This parameter defines different settings depending on the destination type of **Response Timeout**. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
timeout_dest_value	No	String	The destination of **Response Timeout**. This parameter defines different settings depending on the destination type of **Response Timeout**. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`.

Parameter	Required	Type	Description
			• When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_timeout	No	Integer	After a call has been routed to the destination of **Response Timeout**, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.
invalid_dest	No	String	The destination type of invalid input. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
invalid_dest_prefix	No	String	This parameter defines different settings depending on the destination type of invalid input. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
invalid_dest_value	No	String	The destination of invalid input. This parameter defines different settings depending on the destination type of invalid input. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or

Parameter	Required	Type	Description
			`conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_invalid	No	Integer	After a call has been routed to the destination of invalid input, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.

Allow_Ext_List

Parameter	Required	Type	Description
value	Yes	String	The ID of the extension / extension group / organization that callers are allowed to call. **Note:** You can use Get Menu Options to query ID of the desired extension, extension group, and organization.
type	Yes	String	The type of the object that callers are allowed to call. **Valid value**: • `extension` • `ext_group` • `organization`

Restrict_Ext_List

Parameter	Required	Type	Description
value	Yes	String	The ID of the extension / extension group / organization that callers are prohibited from calling. **Note:**

Parameter	Required	Type	Description
			You can use Get Menu Options to query ID of the desired extension, extension group, and organization.
type	Yes	String	The type of the object that callers are prohibited from calling. **Valid value**: • `extension` • `ext_group` • `organization`

Allow_Call_Number_List

Parameter	Required	Type	Description
value	Yes	String	The ID of the ring group / queue / conference that callers are allowed to call via the IVR. **Note:** You can use Get Menu Options to query ID of the desired ring group, queue, and conference.
type	Yes	String	The type of the object that callers are allowed to call via the IVR. • `ring_group` • `queue` • `conference`

Allow_Route_List

Parameter	Required	Type	Description
text	No	String	The name of the outbound route that callers are allowed to use.
value	Yes	String	The ID of the outbound route that callers are allowed to use. **Note:**

Parameter	Required	Type	Description
			You can use Search Specific Outbound Routes to query the ID of the desired outbound route.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the IVR.

Examples

Request example

```
POST /openapi/v1.0/ivr/create?access_token=sRuPSzYcPflKgdwSVpA1lhxlVLw0q0z1
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type:  application/json
{
    "number":  "6210",
    "name":  "VoiceMenu Navigator",
    "prompt":  "default",
    "prompt_repeat":  3,
    "resp_timeout":  3,
    "digit_timeout":  3,
    "alert_info":  "",
    "client_unique_ringtone": "example.wav",
    "dial_ext_option":  "allow",
    "dial_ext_list":  [
        {
```

```
            "value":  "85",
            "type":  "extension"
        },
        {
            "value":  "86",
            "type":  "ext_group"
        }
    ],
    "enb_dial_outb_routes":  1,
    "dial_outb_route_list":  [
        {
            "text":  "",
            "value":  "1"
        }
    ],
    "enb_dial_call_number": 1,
    "dial_call_number_list": [
         {
             "value": "1",
             "type": "conference"
            },
            {
             "value": "1",
             "type": "ring_group"
            },
            {
             "value": "1",
             "type": "queue"
            }
        ],
    "enb_dial_check_vm":  0,
    "prompt_manger_enb":  0,
    "prompt_manger_password":  "",
    "press2_dest":  "extension",
    "press2_dest_prefix":  "",
    "press2_dest_value":  "85",
    "allow_out_record2":  1,
    "press3_dest":  "play_greeting",
    "press3_dest_prefix":  "2",
    "press3_dest_value":  "IVR.wav",
    "allow_out_record3":  1,
    "press4_dest":  "external_num",
    "press4_dest_prefix":  "155",
    "press4_dest_value":  "18691000000",
    "allow_out_record4":  1,
```

```
    "timeout_dest":  "play_greeting",
    "timeout_dest_prefix":  "1",
    "timeout_dest_value":  "IVR.wav",
    "allow_out_record_timeout":  1,
    "invalid_dest":  "play_prompt",
    "invalid_dest_prefix":  "1",
    "invalid_dest_value":  "IVR.wav",
    "allow_out_record_invaild":  1
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 9
}
```

Edit an IVR

Edit an IVR.

Request URL

```
POST {base_url}/{api_path}/ivr/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the IVR. **Note:** You can query IVR's ID using Search Specific IVRs.
number	No	String	IVR number.
name	No	String	IVR name.
prompt	No	String	The name of the IVR prompt. **Valid value**: • `default`: The default prompt. • Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).

Parameter	Required	Type	Description
			Note: • Up to 5 prompts are supported. • Use a comma to separate multiple custom prompt file names. E.g. `default,IVR.wav`.
prompt_repeat	No	Integer	The maximum number of times the IVR prompt will be repeated. **Valid value**: `1` - `5`.
resp_timeout	No	Integer	The timeout duration for callers to input keys after playing the IVR prompt (**Unit**: Second). **Valid value**: `1` - `10`. **Note:** If no input is received after the timeout, the system will repeat the IVR prompt until the maximum number of times is reached. If there is still no input after the timeout, the call will be routed to the Timeout Destination.
digit_timeout	No	Integer	The timeout duration between the caller inputting a key and the next key (**Unit**: Second). **Valid value**: `1` - `10`.
alert_info	No	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this IVR.
client_unique_ringtone	No	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this IVR. **Valid value**: • **Built-in ringtones**: `Ring{x}.mp3` (where `x` = `0` - `10`). • **Custom ringtone**: The file name of an existing custom ringtone on the PBX (Path: **PBX Settings > Voice Prompt > Custom Ringtone**). E.g. `example.wav`.
dial_ext_option	No	String	Whether to allow callers to dial extensions via IVR. **Valid value**: • `disable`: Prohibit callers from dialing any extensions. • `all`: Allow callers to dial all extensions. • `allow`: Allow callers to dial specified extensions.

Parameter	Required	Type	Description
			• `restrict`: Prohibit callers from dialing specified extensions.
dial_ext_list	No	Array <Allow_Ext_List>	Extensions or extension groups that callers are allowed to call within the IVR. **Note:** This parameter is required when dial_ext_option is set to `allow`.
restrict_dial_ext_list	No	Array <Restrict_Ext_List>	Extensions or extension groups that callers are prohibited from calling within the IVR. **Note:** This parameter is required when dial_ext_option is set to `restrict`.
enb_dial_call_number	No	Integer	Whether to allow callers to directly dial ring group, queue, and conference room numbers via the IVR. **Valid value**: • `0`: Disallow. • `1`: Allow.
dial_call_number_list	No	Array <Allow_Call_Number_List>	The ring group, queue, and conference room numbers that callers are allowed to call via the IVR.
enb_dial_outb_routes	No	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. **Valid value**: • `0`: Disallow. • `1`: Allow.
dial_outb_route_list	No	Array <Allow_Route_List>	The outbound route that callers are allowed to use within the IVR. **Note:** This parameter is required when enb_dial_outb_routes is set to `1`.
enb_dial_check_vm	No	Integer	Whether to allow callers to check voicemail via IVR. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disallow. • `1`: Allow.
prompt_manger_enb	No	Integer	Whether to allow users to dial the feature code `#9` to modify the IVR prompt. **Valid value**: • `0`: Disallow. • `1`: Allow.
prompt_manger_password	No	String	The password for modifying IVR prompts. **Note:** This parameter is required when prompt_manger_enb is set to `1`.
press*x*_dest	No	String	The destination type of key *x*. **Note:** *x* refers to a specific number between 0 and 9. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press*x*_dest_prefix	No	String	This parameter defines different settings depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9.

Parameter	Required	Type	Description
			• When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
press*x*_dest_value	No	String	The destination of key *x*. This parameter defines different settings depending on the destination type of key *x* (press*x*_dest). **Note:** *x* refers to a specific number between 0 and 9. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record*x*	No	Integer	After a call has been routed to the destination of key *x*, stop recording the call. **Note:** *x* refers to a specific number between 0 and 9. **Valid value**: • `0`: Disabled. • `1`: Enabled.
press_hash_dest	No	String	The destination type of key `#`. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR.

Parameter	Required	Type	Description
			• `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press_hash_dest_prefix	No	String	This parameter defines different settings depending on the destination type of key `#`. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
press_hash_dest_value	No	String	The destination of key `#`. This parameter defines different settings depending on the destination type of key `#`. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_hash	No	Integer	After a call has been routed to the destination of key `#`, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.
press_star_dest	No	String	The destination type of key `*`. **Valid value**: • `end_call`: Hang Up.

Parameter	Required	Type	Description
			• `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
press_star_dest_prefix	No	String	This parameter defines different settings depending on the destination type of key `*`. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
press_star_dest_value	No	String	The destination of key `*`. This parameter defines different settings depending on the destination type of key `*`. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_star	No	Integer	After a call has been routed to the destination of key `*`, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.
timeout_dest	No	String	The destination type of **Response Timeout**.

Parameter	Required	Type	Description
			Note: **Response Timeout** occurs when the system has played the prompt tone repeatedly for the maximum number of times, but the caller has not taken any action within the specified time. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
timeout_dest_prefix	No	String	This parameter defines different settings depending on the destination type of **Response Timeout**. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
timeout_dest_value	No	String	The destination of **Response Timeout**. This parameter defines different settings depending on the destination type of **Response Timeout**. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination.

Parameter	Required	Type	Description
			For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_timeout	No	Integer	After a call has been routed to the destination of **Response Timeout**, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.
invalid_dest	No	String	The destination type of invalid input. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow. • `ring_group`: Ring Group. • `queue`: Queue. • `group_vm`: Group Voicemail. • `conference`: Conference. • `dial_by_name`: Dial by Name. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit. • `play_prompt`: Play Prompt and Return to IVR.
invalid_dest_prefix	No	String	This parameter defines different settings depending on the destination type of invalid input. • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting` or `play_prompt`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
invalid_dest_value	No	String	The destination of invalid input. This parameter defines different settings depending on the destination type of invalid input.

Parameter	Required	Type	Description
			• When the destination type is `play_greeting` or `play_prompt`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `ivr`,`call_flow`, `ring_group`, `queue`, `group_vm`, or `conference`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
allow_out_record_invalid	No	Integer	After a call has been routed to the destination of invalid input, stop recording the call. **Valid value**: • `0`: Disabled. • `1`: Enabled.

Allow_Ext_List

Parameter	Required	Type	Description
value	Yes	String	The ID of the extension / extension group / organization that callers are allowed to call. **Note:** You can use Get Menu Options to query ID of the desired extension, extension group, and organization.
type	Yes	String	The type of the object that callers are allowed to call. **Valid value**: • `extension` • `ext_group` • `organization`

Restrict_Ext_List

Parameter	Required	Type	Description
value	Yes	String	The ID of the extension / extension group / organization that callers are prohibited from calling. **Note:** You can use Get Menu Options to query ID of the desired extension, extension group, and organization.
type	Yes	String	The type of the object that callers are prohibited from calling. **Valid value**: • `extension` • `ext_group` • `organization`

Allow_Call_Number_List

Parameter	Required	Type	Description
value	Yes	String	The ID of the ring group / queue / conference that callers are allowed to call via the IVR. **Note:** You can use Get Menu Options to query ID of the desired ring group, queue, and conference.
type	Yes	String	The type of the object that callers are allowed to call via the IVR. • `ring_group` • `queue` • `conference`

Allow_Route_List

Parameter	Required	Type	Description
text	No	String	The name of the outbound route that callers are allowed to use.

Parameter	Required	Type	Description
value	Yes	String	The ID of the outbound route that callers are allowed to use. **Note:** You can use Search Specific Outbound Routes to query the ID of the desired outbound route.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update the following configurations for IVR with ID "1":

- Replace the IVR name with "Voice Assistance".
- Allow callers to dial the extension (ID: 85) via the IVR.
- Change the press event of key `#` to "play the prompt twice and exit".

```
POST /openapi/v1.0/ivr/update?access_token=sRuPSzYcPflKgdwSVpA1lhxlVLw0q0z1
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
```

```
    "id":1,
    "name": "Voice Assistance",
    "dial_ext_option": "allow",
    "dial_ext_list": [
       {
            "value": "85",
            "type": "extension"
        }
    ],
    "press_hash_dest": "play_greeting",
    "press_hash_dest_prefix": "2",
    "press_hash_dest_value": "IVR.wav"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete an IVR

Delete an IVR.

Request URL

```
GET {base_url}/{api_path}/ivr/delete?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the IVR. **Note:** You can query IVR's ID using Search Specific IVRs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Delete the IVR with ID "10".

```
GET /
openapi/v1.0/ivr/delete?access_token=eHd8GAih2aI6AIM2l8Jii3cA5UXaL0hJ&id=10
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Queue

Query Queue List

Query the queue list.

Request URL

```
GET {base_url}/{api_path}/queue/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `number` • `name` • `ring_strategy`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of queues.
queue_list	Array <Queue_List>	The basic information of each queue.

Queue_List

Parameter	Type	Description
id	Integer	The unique ID of the queue.
number	String	Queue number.
name	String	Queue name.
ring_strategy	String	The ring strategy of the queue. • `ring_all`: Ring all available agents simultaneously until someone answers. • `least_recent`: Ring the available agent that was least recently called. • `fewest_calls`: Ring the available agent with the fewest completed calls. • `random`: Ring the agents randomly. • `rrmemory`: Round robin with memory. • `linear`: Ring the available agent in specific order based on the type of agents in the queue.
dynamic_agent_list	Array <Dynamic_Agent_List>	Information of dynamic agents.
static_agent_list	Array <Static_Agent_List>	Information of static agents.
manager_list	Array <Manager_List>	Information of queue managers.

Dynamic_Agent_List

Parameter	Type	Description
text	String	The name of the dynamic agent.
text2	String	The extension number of the dynamic agent.
value	String	The extension ID of the dynamic agent.
type	String	The type of the dynamic agent. • `extension`

Static_Agent_List

Parameter	Type	Description
text	String	The name of the static agent.
text2	String	The extension number of the static agent.
value	String	The extension ID of the static agent.
type	String	The type of the static agent. • `extension`

Manager_List

Parameter	Type	Description
text	String	The name of the queue manager.
text2	String	The extension number of the queue manager.
value	String	The extension ID of the queue manager.
type	String	The type of the queue manager. • `extension`

Examples

Request example

Retrieve the queue list sorted by "ring strategy".

```
GET /
openapi/v1.0/queue/list?access_token=pemM88QipJrY9ya1rwob8qO0s4U9vVo1&sort_
by=ring_strategy HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "queue_list": [
        {
            "id": 2,
            "number": "6401",
            "name": "Marketing",
            "ring_strategy": "random",
            "dynamic_agent_list": null,
```

```
            "static_agent_list": [
                {
                    "text": "Wayne Wang",
                    "text2": "1010",
                    "value": "76",
                    "type": "extension"
                },
                {
                    "text": "Shawn Shaw",
                    "text2": "1011",
                    "value": "83",
                    "type": "extension"
                }
            ],
            "manager_list": [
                {
                    "text": "Wayne Wang",
                    "text2": "1010",
                    "value": "76",
                    "type": "extension"
                },
                {
                    "text": "Phillip Huff",
                    "text2": "1001",
                    "value": "85",
                    "type": "extension"
                }
            ]
        },
        {
            "id": 1,
            "number": "6400",
            "name": "Sales",
            "ring_strategy": "ring_all",
            "dynamic_agent_list": null,
            "static_agent_list": [
                {
                    "text": "Leo Ball",
                    "text2": "1000",
                    "value": "73",
                    "type": "extension"
                }
            ],
            "manager_list": [
                {
```

```
                "text": "Leo Ball",
                "text2": "1000",
                "value": "73",
                "type": "extension"
            }
        ]
    },
    {
        "id": 3,
        "number": "6402",
        "name": "Tech-Support",
        "ring_strategy": "ring_all",
        "dynamic_agent_list": [
            {
                "text": "Leo Ball",
                "text2": "1000",
                "value": "73",
                "type": "extension"
            },
            {
                "text": "Phillip Huff",
                "text2": "1001",
                "value": "85",
                "type": "extension"
            }
        ],
        "static_agent_list": [
            {
                "text": "Madison Cooper",
                "text2": "1004",
                "value": "96",
                "type": "extension"
            },
            {
                "text": "Kevin Connor",
                "text2": "1005",
                "value": "97",
                "type": "extension"
            },
            {
                "text": "Kristin Hale",
                "text2": "1006",
                "value": "92",
                "type": "extension"
            }
```

```
            ],
            "manager_list": [
                {
                    "text": "Leo Ball",
                    "text2": "1000",
                    "value": "73",
                    "type": "extension"
                }
            ]
        }
    ]
}
```

Search Specific Queues

Search specific queues from the queue list.

Request URL

```
GET {base_url}/{api_path}/queue/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `number` • `name` • `ring_strategy`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of searched queues.
queue_list	Array <Queue_List>	The detailed information of each queue.

Queue_List

Parameter	Type	Description
id	Integer	The unique ID of the queue.
number	String	Queue number.
name	String	Queue name.
ring_strategy	String	The ring strategy of the queue. • `ring_all`: Ring all available agents simultaneously until someone answers. • `least_recent`: Ring the available agent that was least recently called. • `fewest_calls`: Ring the available agent with the fewest completed calls. • `random`: Ring the agents randomly. • `rrmemory`: Round robin with memory. • `linear`: Ring the available agent in specific order based on the type of agents in the queue.

Parameter	Type	Description
client_unique_ringtone	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this queue.
dynamic_agent_list	Array <Dynamic_Agent_List>	Information of dynamic agents.
static_agent_list	Array <Static_Agent_List>	Information of static agents.
manager_list	Array <Manager_List>	Information of queue managers.

Dynamic_Agent_List

Parameter	Type	Description
text	String	The name of the dynamic agent.
text2	String	The extension number of the dynamic agent.
value	String	The extension ID of the dynamic agent.
type	String	The type of the dynamic agent. • `extension`

Static_Agent_List

Parameter	Type	Description
text	String	The name of the static agent.
text2	String	The extension number of the static agent.
value	String	The extension ID of the static agent.
type	String	The type of the static agent. • `extension`

Manager_List

Parameter	Type	Description
text	String	The name of the queue manager.
text2	String	The extension number of the queue manager.

Parameter	Type	Description
value	String	The extension ID of the queue manager.
type	String	The type of the queue manager. • `extension`

Examples

Request example

Search for the queue with the number "6402".

```
GET /
openapi/v1.0/queue/search?access_token=6lqF0qYlAOjWxa64DalBZwJ7mynMRKeD&sea
rch_value=6402 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "queue_list": [
        {
            "id": 3,
            "number": "6402",
            "name": "Tech-support",
            "ring_strategy": "ring_all",
            "client_unique_ringtone": "example.wav",
            "dynamic_agent_list": [
                {
                    "text": "Leo Ball",
                    "text2": "1000",
                    "value": "73",
                    "type": "extension"
                },
                {
                    "text": "Phillip Huff",
                    "text2": "1001",
                    "value": "85",
                    "type": "extension"
                }
            ],
```

```
            "static_agent_list": [
                {
                    "text": "Madison Cooper",
                    "text2": "1004",
                    "value": "96",
                    "type": "extension"
                },
                {
                    "text": "Kevin Connor",
                    "text2": "1005",
                    "value": "97",
                    "type": "extension"
                },
                {
                    "text": "Kristin Hale",
                    "text2": "1006",
                    "value": "92",
                    "type": "extension"
                }
            ],
            "manager_list": [
                {
                    "text": "Leo Ball",
                    "text2": "1000",
                    "value": "73",
                    "type": "extension"
                }
            ]
        }
    ]
}
```


Query Information of a Queue

Query the detailed information of a queue.

Request URL

```
GET {base_url}/{api_path}/queue/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the queue. **Note:** You can query queue's ID using Search Specific Queues.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <Queue_DetailInfo>	The detailed information of the queue.

Queue_DetailInfo

Parameter	Type	Description
id	Integer	The unique ID of the queue.
number	String	Queue number.
name	String	Queue name.
ring_strategy	String	The ring strategy of the queue. • `ring_all`: Ring all available agents simultaneously until someone answers. • `least_recent`: Ring the available agent that was least recently called.

Parameter	Type	Description
		• `fewest_calls`: Ring the available agent with the fewest completed calls. • `random`: Ring the agents randomly. • `rrmemory`: Round robin with memory. • `linear`: Ring the available agent in specific order based on the type of agents in the queue.
moh	String	The music to be played when callers are waiting in the queue.
max_wait_time	Integer	The maximum time that callers are allowed to wait for an available agent in the queue (**Unit**: Second).
fail_dest	String	The destination type of unanswered queue calls. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
fail_dest_prefix	String	This parameter returns different values depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting`, the parameter returns the play count of the prompt.
fail_dest_value	String	The destination of unanswered queue calls. This parameter returns different values depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `play_greeting`, this parameter returns

Parameter	Type	Description
		the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
agent_timeout	Integer	Ringing timeout for agents (**Unit**: Second).
retry_time	Integer	The time interval before ringing the next available agent after the previous available agent's ringing timeout (**Unit**: Second).
wrap_up_time	Integer	Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (**Unit**: Second). **Note:** Agents will NOT receive queue calls until the wrap-up time is over.
enb_ring_in_use	Integer	Assign queue calls to agents that are during an active call. • `0`: Disabled. • `1`: Enabled.
agent_prompt	String	The prompt to be played to agents when they answer a queue call.
enb_auto_pause	Integer	When the number of consecutive missed queue calls for an agent reach a threshold, the system automatically pauses the agent and sends a notification email. • `0`: Disabled. • `1`: Enabled.
max_pause_miss_call	Integer	The threshold for agent's consecutive missed calls.

Parameter	Type	Description
enb_email_miss_call	Integer	Notify queue managers by email when a queue call is missed. • `0`: Disabled. • `1`: Enabled.
enb_email_abandon_call	Integer	Notify queue managers by email when a queue call is abandoned. • `0`: Disabled. • `1`: Enabled.
enb_email_sla_alarm	Integer	Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold. • `0`: Disabled. • `1`: Enabled.
callback_enb_request_email	Integer	Notify queue managers by email when callers successfully request a queue callback. • `0`: Disabled. • `1`: Enabled.
callback_enb_failed_email	Integer	Notify queue managers by emails when callers fail to request a queue callback. • `0`: Disabled. • `1`: Enabled.
max_calls	Integer	The maximum number of callers allowed to wait in the queue.
alert_info	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this Queue.
enb_leave_empty	Integer	Route calls to the destination of unanswered queue calls (fail_dest) when there are no available agents in the queue. • `0`: Disabled. • `1`: Enabled.
enb_disallow_to_join_when_empty	Integer	Disallow callers to join a queue where no agents are available.

Parameter	Type	Description
		• `0`: Disabled. • `1`: Enabled.
empty_defined_for_leave_empty	Array <String>	The scenario(s) in which the queue is considered to have no agents available, and on-hold callers are forced out of the queue. **Note:** When all agents are logged out, the queue is defined as "Empty" by default. • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy
empty_defined_for_disallow_to_join_when_empty	Array <String>	The scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join. **Note:** When all agents are logged out, the queue is defined as "Empty" by default. • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy
enb_callback	Integer	Whether the queue callback is enabled. • `0`: Disabled. • `1`: Enabled.
callback_timeout	String	Type of the callback timeout. **Note:** Callback timeout refers to the duration that a callback request can be reserved in the queue. • `queue_max_wait_time`: The maximum waiting time of the queue. • `custom`: Custom timeout duration.
	Integer	Callback timeout duration (**Unit**: Second).

Parameter	Type	Description
callback_timeout_num		If there are no available agents in the queue within the timeout duration, the callback request will be cancelled.
callback_method	String	Method for callers to trigger callback requests when the queue is busy. • `digit`: Triggered by caller input. • `timeout`: Auto triggered after the timeout.
callback_press_key	String	The key to trigger a callback request when `callback_method` is `digit`.
callback_outbound_prefix	String	The prefix of the outbound route which is used for queue callback.
callback_trigger_timeout	Integer	The timeout duration to trigger the callback request when `callback_method` is `timeout` (**Unit**: Second).
sla_time	Integer	The Service Level Agreement (SLA) time (**Unit**: Second).
sla_interval	Integer	The evaluation interval (**Unit**: Minute). The time interval to compare the queue's SLA performance against the SLA alarm threshold, so the system can send a notification email accordingly.
sla_alarm_threshold	Integer	The Service Level Agreement (SLA) alarm threshold for the queue.
join_prompt	String	The prompt played to callers when they join the queue.
enb_announce_agent_id	Integer	Announce the agent ID to callers. • `0`: Disabled. • `1`: Enabled.
enb_announce_default_prompt	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue. • `0`: Disabled. • `1`: Enabled.
enb_announce_pos	Integer	When callers are waiting in the queue, periodically announce the number of people waiting ahead of them.

Parameter	Type	Description
		• `0`: Disabled. • `1`: Enabled.
enb_announce_hold_time	Integer	Periodically announce the estimated waiting time to callers while they are waiting in the queue. • `0`: Disabled. • `1`: Enabled.
caller_announce_freq	Integer	The time interval to announce the number of people waiting ahead to the callers (**Unit**: Second).
sys_announce_prompt	String	The queue announcement which is periodically played to callers after they join the queue.
sys_announce_freq	Integer	The time interval to play the queue announcements (**Unit**: Second).
satisfa_survey_prompt	String	The satisfaction survey prompt played to the caller after the agent hangs up the call.
satisfa_survey_end_prompt	String	The prompt played to callers after they press the key to rate agent's service.
press_key	String	The key to trigger the key press event. After callers input the key according to the prompt, the call will be routed to the specified destination
key_dest	String	The destination type of the key. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
key_dest_prefix	String	This parameter returns different values depending on the destination type of the key (key_dest).

Parameter	Type	Description
		• When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting`, the parameter returns the play count of the prompt.
key_dest_value	String	The destination of the key. This parameter returns different values depending on the destination type of the key (key_dest). • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
dynamic_agent_list	Array <Dynamic_Agent_List>	Information of the dynamic agents.
static_agent_list	Array <Static_Agent_List>	Information of the static agents.
manager_list	Array <Manager_List>	Information of the queue managers.
satisfaction_survey_point_list	Array <Satisfaction_Survey_Point_List>	Satisfaction survey points. Different keys correspond to different points.
enb_priority_queue	Integer	Whether priority queue is enabled. • `0`: Disabled. • `1`: Enabled.

Parameter	Type	Description
weight	Integer	The initial weight of the queue.
enb_acceleration_weight	Integer	Whether acceleration weight is enabled. • `0`: Disabled. • `1`: Enabled.
acceleration	Integer	The amount of time (in seconds) a call has been waiting in the queue before the weight is increased by 1.
enb_ip_phone_missed_call_display	Integer	Whether agents' IP phones will display the call records for missed queue calls or not. • `0`: Disabled - Agents' IP phones will not display the missed queue calls. • `1`: Enabled - Agents' IP phones will show the missed queue calls.
enb_custom_language	Integer	Whether custom prompt language is enabled for the queue. • `0`: Disabled. • `1`: Enabled.
prompt_language	String	The custom language for system prompts in the queue. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese)

Parameter	Type	Description
		• `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)
client_unique_ringtone	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this queue.

Dynamic_Agent_List

Parameter	Type	Description
text	String	The name of the dynamic agent.
text2	String	The extension number of the dynamic agent.
value	String	The extension ID of the dynamic agent.
type	String	The type of the dynamic agent. • `extension`
number_value	Integer	The skill level of the dynamic agent.

Static_Agent_List

Parameter	Type	Description
text	String	The name of the static agent.
text2	String	The extension number of the static agent.
value	String	The extension ID of the static agent.
type	String	The type of the static agent. • `extension`
number_value	Integer	The skill level of the static agent.

Manager_List

Parameter	Type	Description
text	String	The name of the queue manager.
text2	String	The extension number of the queue manager.
value	String	The extension ID of the queue manager.
type	String	The type of the queue manager. • `extension`

Satisfaction_Survey_Point_List

Parameter	Type	Description
K	String	Satisfaction survey rating keys. • Number `0` - `9` • `*`
P	Integer	Satisfaction survey points.

Examples

Request example

Query the detailed information of the queue with ID "3".

```
GET /
openapi/v1.0/queue/get?access_token=mlF8b3omcSD822Sosdc6kyiFkdYkC8UG&id=3
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 3,
        "number": "6402",
        "name": "Tech Support",
        "ring_strategy": "ring_all",
        "moh": "default",
        "max_wait_time": 1800,
        "fail_dest": "end_call",
```

```
        "fail_dest_prefix": "",
        "fail_dest_value": "",
        "agent_timeout": 30,
        "retry_time": 30,
        "wrap_up_time": 30,
        "enb_ring_in_use": 0,
        "agent_prompt": "",
        "enb_auto_pause": 0,
        "max_pause_miss_call": 0,
        "enb_email_miss_call": 1,
        "enb_email_abandon_call": 1,
        "enb_email_sla_alarm": 1,
        "callback_enb_request_email": 1,
        "callback_enb_failed_email": 1,
        "max_calls": 3,
        "alert_info": "",
        "enb_leave_empty": 1,
        "empty_defined_for_leave_empty": [
            "1",
            "2",
            "3"
        ],
        "enb_disallow_to_join_when_empty": 1,
        "empty_defined_for_disallow_to_join_when_empty": [
            "1",
            "2"
        ],
        "enb_callback": 1,
        "callback_timeout": "queue_max_wait_time",
        "callback_timeout_num": 180,
        "callback_method": "digit",
        "callback_press_key": "1",
        "callback_outbound_prefix": "",
        "callback_trigger_timeout": 0,
        "sla_time": 60,
        "sla_interval": 30,
        "sla_alarm_threshold": 80,
        "join_prompt": "",
        "enb_announce_agent_id": 0,
        "enb_announce_default_prompt": 1,
        "enb_announce_pos": 1,
        "enb_announce_hold_time": 1,
        "caller_announce_freq": 30,
        "sys_announce_prompt": "",
        "sys_announce_freq": 60,
```

```
        "satisfa_survey_prompt": "",
        "press_key": "",
        "key_dest": "end_call",
        "key_dest_prefix": "",
        "key_dest_value": "",
        "dynamic_agent_list": [
            {
                "text": "Leo Ball",
                "text2": "1000",
                "value": "73",
                "type": "extension",
                "number_value": 1
            },
            {
                "text": "Phillip Huff",
                "text2": "1001",
                "value": "85",
                "type": "extension",
                "number_value": 1
            }
        ],
        "static_agent_list": [
            {
                "text": "Madison Cooper",
                "text2": "1004",
                "value": "96",
                "type": "extension",
                "number_value": 1
            },
            {
                "text": "Kevin Connor",
                "text2": "1005",
                "value": "97",
                "type": "extension",
                "number_value": 1
            },
            {
                "text": "Kristin Hale",
                "text2": "1006",
                "value": "92",
                "type": "extension",
                "number_value": 1
            }
        ],
        "manager_list": [
```

```
            {
                "text": "Leo Ball",
                "text2": "1000",
                "value": "73",
                "type": "extension"
            }
        ],
        "satisfaction_survey_point_list": [
            {
                "k": "0",
                "p": -5
            },
            {
                "k": "1",
                "p": -2
            },
            {
                "k": "2",
                "p": 0
            },
            {
                "k": "3",
                "p": 2
            },
            {
                "k": "4",
                "p": 5
            },
            {
                "k": "5",
                "p": 0
            },
            {
                "k": "6",
                "p": 0
            },
            {
                "k": "7",
                "p": 0
            },
            {
                "k": "8",
                "p": 0
            },
            {
```

```
                "k": "9",
                "p": 0
            },
            {
                "k": "*",
                "p": 0
            }
        ],
        "enb_priority_queue": 0,
        "weight": 0,
        "enb_acceleration_weight": 0,
        "acceleration": 30,
        "enb_ip_phone_missed_call_display":1,
        "enb_custom_language": 1,
        "prompt_language": "sound-de",
        "client_unique_ringtone": "example-1.wav"
    }
}
```

Query Information of Multiple Queues

Query the detailed information of multiple queues at the same time.

Request URL

```
GET {base_url}/{api_path}/queue/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID of the queue(s). **Note:** • You can query queue's ID using Search Specific Queues. • Use a comma to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <Queue_DetailInfo>	The detailed information of each queue.

Queue_DetailInfo

Parameter	Type	Description
id	Integer	The unique ID of the queue.
number	String	Queue number.
name	String	Queue name.
ring_strategy	String	The ring strategy of the queue. • `ring_all`: Ring all available agents simultaneously until someone answers. • `least_recent`: Ring the available agent that was least recently called. • `fewest_calls`: Ring the available agent with the fewest completed calls. • `random`: Ring the agents randomly. • `rrmemory`: Round robin with memory. • `linear`: Ring the available agent in specific order based on the type of agents in the queue.
moh	String	The music to be played when callers are waiting in the queue.

Parameter	Type	Description
max_wait_time	Integer	The maximum time that callers are allowed to wait for an available agent in the queue (**Unit**: Second).
fail_dest	String	The destination type of unanswered queue calls. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
fail_dest_prefix	String	This parameter returns different values depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting`, the parameter returns the play count of the prompt.
fail_dest_value	String	The destination of unanswered queue calls. This parameter returns different values depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter returns the unique ID of the destination.

Parameter	Type	Description
		For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
agent_timeout	Integer	Ringing timeout for agents (**Unit**: Second).
retry_time	Integer	The time interval before ringing the next available agent after the previous available agent's ringing timeout (**Unit**: Second).
wrap_up_time	Integer	Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (**Unit**: Second). **Note:** Agents will NOT receive queue calls until the wrap-up time is over.
enb_ring_in_use	Integer	Assign queue calls to agents that are during an active call. • `0`: Disabled. • `1`: Enabled.
agent_prompt	String	The prompt to be played to agents when they answer a queue call.
enb_auto_pause	Integer	When the number of consecutive missed queue calls for an agent reach a threshold, the system automatically pauses the agent and sends a notification email. • `0`: Disabled. • `1`: Enabled.
max_pause_miss_call	Integer	The threshold for agent's consecutive missed calls.
enb_email_miss_call	Integer	Notify queue managers by email when a queue call is missed. • `0`: Disabled. • `1`: Enabled.
enb_email_abandon_call	Integer	Notify queue managers by email when a queue call is abandoned.

Parameter	Type	Description
		• `0`: Disabled. • `1`: Enabled.
enb_email_sla_alarm	Integer	Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold. • `0`: Disabled. • `1`: Enabled.
callback_enb_request_email	Integer	Notify queue managers by email when callers successfully request a queue callback. • `0`: Disabled. • `1`: Enabled.
callback_enb_failed_email	Integer	Notify queue managers by emails when callers fail to request a queue callback. • `0`: Disabled. • `1`: Enabled.
max_calls	Integer	The maximum number of callers allowed to wait in the queue.
alert_info	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this Queue.
enb_leave_empty	Integer	Route calls to the destination of unanswered queue calls (fail_dest) when there are no available agents in the queue. • `0`: Disabled. • `1`: Enabled.
empty_defined_for_leave_empty	Array <String>	The scenario(s) in which the queue is considered to have no agents available, and on-hold callers are forced out of the queue. **Note:** When all agents are logged out, the queue is defined as "Empty" by default. • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused

Parameter	Type	Description
		• `3`: Agents are busy
enb_disallow_to_join_when_empty	Integer	Disallow callers to join a queue where no agents are available. • `0`: Disabled. • `1`: Enabled.
empty_defined_for_disallow_to_join_when_empty	Array <String>	The scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join. **Note:** When all agents are logged out, the queue is defined as "Empty" by default. • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy
enb_callback	Integer	Whether the queue callback is enabled. • `0`: Disabled. • `1`: Enabled.
callback_timeout	String	Type of the callback timeout. **Note:** Callback timeout refers to the duration that a callback request can be reserved in the queue. • `queue_max_wait_time`: The maximum waiting time of the queue. • `custom`: Custom timeout duration.
callback_timeout_num	Integer	Callback timeout duration (**Unit**: Second). If there are no available agents in the queue within the timeout duration, the callback request will be cancelled.
callback_method	String	Method for callers to trigger callback requests when the queue is busy. • `digit`: Triggered by caller input.

Parameter	Type	Description
		• `timeout`: Auto triggered after the timeout.
callback_press_key	String	The key to trigger a callback request when `callback_method` is `digit`.
callback_outbound_prefix	String	The prefix of the outbound route which is used for queue callback.
callback_trigger_timeout	Integer	The timeout duration to trigger the callback request when `callback_method` is `timeout` (**Unit**: Second).
sla_time	Integer	The Service Level Agreement (SLA) time (**Unit**: Second).
sla_interval	Integer	The evaluation interval (**Unit**: Minute). The time interval to compare the queue's SLA performance against the SLA alarm threshold, so the system can send a notification email accordingly.
sla_alarm_threshold	Integer	The Service Level Agreement (SLA) alarm threshold for the queue.
join_prompt	String	The prompt played to callers when they join the queue.
enb_announce_agent_id	Integer	Announce the agent ID to callers. • `0`: Disabled. • `1`: Enabled.
enb_announce_default_prompt	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue. • `0`: Disabled. • `1`: Enabled.
enb_announce_pos	Integer	When callers are waiting in the queue, periodically announce the number of people waiting ahead of them. • `0`: Disabled. • `1`: Enabled.
enb_announce_hold_time	Integer	Periodically announce the estimated waiting time to callers while they are waiting in the queue.

Parameter	Type	Description
		• `0`: Disabled. • `1`: Enabled.
caller_announce_freq	Integer	The time interval to announce the number of people waiting ahead to the callers (**Unit**: Second).
sys_announce_prompt	String	The queue announcement which is periodically played to callers after they join the queue.
sys_announce_freq	Integer	The time interval to play the queue announcements (**Unit**: Second).
satisfa_survey_prompt	String	The satisfaction survey prompt played to the caller after the agent hangs up the call.
satisfa_survey_end_prompt	String	The prompt played to callers after they press the key to rate agent's service.
press_key	String	The key to trigger the key press event. After callers input the key according to the prompt, the call will be routed to the specified destination
key_dest	String	The destination type of the key. • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
key_dest_prefix	String	This parameter returns different values depending on the destination type of the key (key_dest). • When the destination type is `external_num`, the parameter returns the dial-out prefix of the external number. • When the destination type is `play_greeting`, the parameter returns the play count of the prompt.

Parameter	Type	Description
key_dest_value	String	The destination of the key. This parameter returns different values depending on the destination type of the key (key_dest). • When the destination type is `play_greeting`, this parameter returns the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter returns the unique ID of the destination. For example, the destination is the extension 2002, then this parameter returns the extension ID `2`. • When the destination type is `external_num`, the parameter returns the external number.
dynamic_agent_list	Array <Dynamic_Agent_List>	Information of the dynamic agents.
static_agent_list	Array <Static_Agent_List>	Information of the static agents.
manager_list	Array <Manager_List>	Information of the queue managers.
satisfaction_survey_point_list	Array <Satisfaction_Survey_Point_List>	Satisfaction survey points. Different keys correspond to different points.
enb_priority_queue	Integer	Whether priority queue is enabled. • `0`: Disabled. • `1`: Enabled.
weight	Integer	The initial weight of the queue.
enb_acceleration_weight	Integer	Whether acceleration weight is enabled. • `0`: Disabled. • `1`: Enabled.

Parameter	Type	Description
acceleration	Integer	The amount of time (in seconds) a call has been waiting in the queue before the weight is increased by 1.
enb_ip_phone_missed_call_display	Integer	Whether agents' IP phones will display the call records for missed queue calls or not. • `0`: Disabled - Agents' IP phones will not display the missed queue calls. • `1`: Enabled - Agents' IP phones will show the missed queue calls.
enb_custom_language	Integer	Whether custom prompt language is enabled for the queue. • `0`: Disabled. • `1`: Enabled.
prompt_language	String	The custom language for system prompts in the queue. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian)

Parameter	Type	Description
		• `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)
client_unique_ringtone	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this queue.

Dynamic_Agent_List

Parameter	Type	Description
text	String	The name of the dynamic agent.
text2	String	The extension number of the dynamic agent.
value	String	The extension ID of the dynamic agent.
type	String	The type of the dynamic agent. • `extension`

Static_Agent_List

Parameter	Type	Description
text	String	The name of the static agent.
text2	String	The extension number of the static agent.
value	String	The extension ID of the static agent.
type	String	The type of the static agent. • `extension`

Manager_List

Parameter	Type	Description
text	String	The name of the queue manager.
text2	String	The extension number of the queue manager.
value	String	The extension ID of the queue manager.
type	String	The type of the queue manager. • `extension`

Satisfaction_Survey_Point_List

Parameter	Type	Description
K	String	Satisfaction survey rating keys. • Number `0` - `9` • `*`
P	Integer	Satisfaction survey points.

Examples

Request example

Query the detailed information of two queues (ID: 2 & 3) at the same time.

```
GET /
openapi/v1.0/queue/query?access_token=fGOeOApG44LyCYDkRtQ3lkbwjECCya6W&ids=
2,3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 2,
            "number": "6401",
            "name": "Marketing",
            "ring_strategy": "random",
            "moh": "default",
            "max_wait_time": 1800,
            "fail_dest": "end_call",
            "fail_dest_prefix": "",
            "fail_dest_value": "",
            "agent_timeout": 30,
            "retry_time": 30,
            "wrap_up_time": 30,
            "enb_ring_in_use": 0,
            "agent_prompt": "",
            "enb_auto_pause": 0,
            "max_pause_miss_call": 0,
            "enb_email_miss_call": 1,
            "enb_email_abandon_call": 1,
```

```
            "enb_email_sla_alarm": 1,
            "callback_enb_request_email": 1,
            "callback_enb_failed_email": 1,
            "max_calls": 0,
            "alert_info": "",
            "enb_leave_empty": 1,
            "empty_defined_for_leave_empty": [
                "1",
                "2",
                "3"
            ],
            "enb_disallow_to_join_when_empty": 1,
            "empty_defined_for_disallow_to_join_when_empty": [
                "1",
                "2"
            ],
            "enb_callback": 0,
            "callback_timeout": "queue_max_wait_time",
            "callback_timeout_num": 1800,
            "callback_method": "digit",
            "callback_press_key": "1",
            "callback_outbound_prefix": "",
            "callback_trigger_timeout": 0,
            "sla_time": 60,
            "sla_interval": 30,
            "sla_alarm_threshold": 80,
            "join_prompt": "",
            "enb_announce_agent_id": 0,
            "enb_announce_default_prompt": 1,
            "enb_announce_pos": 1,
            "enb_announce_hold_time": 1,
            "caller_announce_freq": 30,
            "sys_announce_prompt": "",
            "sys_announce_freq": 60,
            "satisfa_survey_prompt": "",
            "press_key": "",
            "key_dest": "end_call",
            "key_dest_prefix": "",
            "key_dest_value": "",
            "dynamic_agent_list": null,
            "static_agent_list": [
                {
                    "text": "Wayne Wang",
                    "text2": "1010",
                    "value": "76",
```

```
                "type": "extension"
            },
            {
                "text": "Shawn Shaw",
                "text2": "1011",
                "value": "83",
                "type": "extension"
            }
        ],
        "manager_list": [
            {
                "text": "Wayne Wang",
                "text2": "1010",
                "value": "76",
                "type": "extension"
            },
            {
                "text": "Phillip Huff",
                "text2": "1001",
                "value": "85",
                "type": "extension"
            }
        ],
        "satisfaction_survey_point_list": [
            {
                "k": "0",
                "p": 1
            },
            {
                "k": "1",
                "p": 1
            },
            {
                "k": "2",
                "p": 1
            },
            {
                "k": "3",
                "p": 1
            },
            {
                "k": "4",
                "p": 1
            },
            {
```

```
                "k": "5",
                "p": 1
            },
            {
                "k": "6",
                "p": 1
            },
            {
                "k": "7",
                "p": 1
            },
            {
                "k": "8",
                "p": 1
            },
            {
                "k": "9",
                "p": 1
            },
            {
                "k": "*",
                "p": 1
            }
        ],
        "enb_priority_queue": 0,
        "weight": 0,
        "enb_acceleration_weight": 0,
        "acceleration": 30,
        "enb_ip_phone_missed_call_display":1,
        "enb_custom_language": 1,
        "prompt_language": "sound-de",
        "client_unique_ringtone": "Ring4.mp3"
    },
    {
        "id": 3,
        "number": "6402",
        "name": "Tech Support",
        "ring_strategy": "ring_all",
        "moh": "default",
        "max_wait_time": 1800,
        "fail_dest": "end_call",
        "fail_dest_prefix": "",
        "fail_dest_value": "",
        "agent_timeout": 30,
        "retry_time": 30,
```

```
            "wrap_up_time": 30,
            "enb_ring_in_use": 0,
            "agent_prompt": "",
            "enb_auto_pause": 0,
            "max_pause_miss_call": 0,
            "enb_email_miss_call": 1,
            "enb_email_abandon_call": 1,
            "enb_email_sla_alarm": 1,
            "callback_enb_request_email": 1,
            "callback_enb_failed_email": 1,
            "max_calls": 3,
            "alert_info": "",
            "enb_leave_empty": 0,
            "enb_disallow_to_join_when_empty": 0,
            "enb_callback": 1,
            "callback_timeout": "queue_max_wait_time",
            "callback_timeout_num": 180,
            "callback_method": "digit",
            "callback_press_key": "1",
            "callback_outbound_prefix": "",
            "callback_trigger_timeout": 0,
            "sla_time": 60,
            "sla_interval": 30,
            "sla_alarm_threshold": 80,
            "join_prompt": "",
            "enb_announce_agent_id": 0,
            "enb_announce_default_prompt": 1,
            "enb_announce_pos": 1,
            "enb_announce_hold_time": 1,
            "caller_announce_freq": 30,
            "sys_announce_prompt": "",
            "sys_announce_freq": 60,
            "satisfa_survey_prompt": "",
            "press_key": "",
            "key_dest": "end_call",
            "key_dest_prefix": "",
            "key_dest_value": "",
            "dynamic_agent_list": [
                {
                    "text": "Leo Ball",
                    "text2": "1000",
                    "value": "73",
                    "type": "extension"
                },
                {
```

```
                "text": "Phillip Huff",
                "text2": "1001",
                "value": "85",
                "type": "extension"
            }
        ],
        "static_agent_list": [
            {
                "text": "Madison Cooper",
                "text2": "1004",
                "value": "96",
                "type": "extension"
            },
            {
                "text": "Kevin Connor",
                "text2": "1005",
                "value": "97",
                "type": "extension"
            },
            {
                "text": "Kristin Hale",
                "text2": "1006",
                "value": "92",
                "type": "extension"
            }
        ],
        "manager_list": [
            {
                "text": "Leo Ball",
                "text2": "1000",
                "value": "73",
                "type": "extension"
            }
        ],
        "satisfaction_survey_point_list": [
            {
                "k": "0",
                "p": -5
            },
            {
                "k": "1",
                "p": -2
            },
            {
                "k": "2",
```

```
                    "p": 0
                },
                {
                    "k": "3",
                    "p": 2
                },
                {
                    "k": "4",
                    "p": 5
                },
                {
                    "k": "5",
                    "p": 1
                },
                {
                    "k": "6",
                    "p": 1
                },
                {
                    "k": "7",
                    "p": 1
                },
                {
                    "k": "8",
                    "p": 1
                },
                {
                    "k": "9",
                    "p": 1
                },
                {
                    "k": "*",
                    "p": 1
                }
            ],
            "enb_priority_queue": 0,
            "weight": 0,
            "enb_acceleration_weight": 0,
            "acceleration": 30,
            "enb_ip_phone_missed_call_display":1,
            "enb_custom_language": 1,
            "prompt_language": "sound-es",
            "client_unique_ringtone": "example-1.wav"
        }
    ]
```

```
}
```

Add a Queue

Add and configure a queue.

Request URL

```
POST {base_url}/{api_path}/queue/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	Queue number.
name	Yes	String	Queue name.
enb_queue_skill_based_routing	No	Integer	Whether to route queue calls based on agents' skill levels. **Valid value**: • `0`: Disable. • `1`: Enable.
ring_strategy	Yes	String	The ring strategy of the queue. **Valid value**: • `ring_all`: Ring all available agents simultaneously until someone answers. • `least_recent`: Ring the available agent that was least recently called. • `fewest_calls`: Ring the available agent with the fewest completed calls. • `random`: Ring the agents randomly. • `rrmemory`: Round robin with memory. • `linear`: Ring the available agent in specific order based on the type of agents in the queue. **Note:** If `enb_queue_skill_based_routing` is set to `1`, queue calls will be routed in descending order of the agents' skill levels, and the ring strategy will only

Parameter	Required	Type	Description
			apply to agents with the same skill level.
moh	No	String	The music to be played when callers are waiting in the queue. **Valid value**: • `default`: The default music on hold. • Name of the existing music on hold playlist on PBX (Path: **PBX Settings > Voice Prompt > Music on Hold**).
max_wait_time	No	Integer	The maximum time that callers are allowed to wait for an available agent in the queue (**Unit**: Second). **Valid value**: `0` - `9999999`. **Note:** `0` indicates no restriction on the caller's waiting time in the queue.
fail_dest	Yes	String	The destination type of unanswered queue calls. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
fail_dest_prefix	No	String	This parameter defines different settings depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number.

Parameter	Required	Type	Description
			• When the destination type is `play_greeting`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
fail_dest_value	No	String	The destination of unanswered queue calls. This parameter defines different settings depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
agent_timeout	No	Integer	Ringing timeout for agents (**Unit**: Second). **Valid value**: `1` - `9999999`. **Note:** If an agent did not answer the call after the ringing timeout, system will ring the next available agent according to the ring strategy.
retry_time	No	Integer	The time interval before ringing the next available agent after the previous available agent's ringing timeout (**Unit**: Second). **Valid value**: `1` - `9999999`.
wrap_up_time	No	Integer	Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (**Unit**: Second). **Valid value**: `1` - `9999999`.

Parameter	Required	Type	Description
			Note: Agents will NOT receive queue calls until the wrap-up time is over.
agent_prompt	No	String	The prompt to be played to agents when they answer a queue call. **Valid value**: Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
enb_ring_in_use	No	Integer	Assign queue calls to agents that are during an active call. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_auto_pause	No	Integer	When the number of consecutive missed queue calls for an agent reach the threshold, the system automatically pauses the agent and sends a notification email. **Valid value**: • `0`: Disable. • `1`: Enable.
max_pause_miss_call	No	Integer	The threshold for agent's consecutive missed calls. **Valid value**: `1` - `5`. **Note:** This parameter is required when enb_auto_pause is set to `1`.
dynamic_agent_list	No	Array <Dynamic_Agent_List>	Information of the dynamic agents.
static_agent_list	No	Array <Static_Agent_List>	Information of the static agents.
manager_list	No	Array <Manager_List>	Information of the queue managers.
enb_email_miss_call	No	Integer	Notify queue managers by email when a queue call is missed. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable. • `1`: Enable.
enb_email_abandon_call	No	Integer	Notify queue managers by email when a queue call is abandoned. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_email_sla_alarm	No	Integer	Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_ip_phone_missed_call_display	No	Integer	Decide whether to display the call records for missed queue calls on agents' IP phones. **Valid value**: • `0`: Disable. • `1`: Enable.
callback_enb_request_email	No	Integer	Notify queue managers by email when callers successfully request a queue callback. **Valid value**: • `0`: Disable. • `1`: Enable.
callback_enb_failed_email	No	Integer	Notify queue managers by emails when callers fail to request a queue callback. **Valid value**: • `0`: Disable. • `1`: Enable.
max_calls	No	Integer	The maximum number of callers allowed to wait in the queue. **Valid value**: `1` - `9999`.
alert_info	No	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this IVR.

Parameter	Required	Type	Description
client_unique_ringtone	No	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this queue. **Valid value**: • **Built-in ringtones**: `Ring{x}.mp3` (where `x` = `0` - `10`). • **Custom ringtone**: The file name of an existing custom ringtone on the PBX (Path: **PBX Settings > Voice Prompt > Custom Ringtone**). E.g. `example.wav`.
enb_leave_empty	No	Integer	Callers already on hold will be forced out of a queue when no agents are available. **Valid value**: • `0`: Disable. • `1`: Enable. **Note:** If you set this parameter to `1`, you can configure the `empty_defined_for_leave_empty` parameter to define the scenario(s) in which the queue will be considered to have no agents available.
empty_defined_for_leave_empty	No	String	Define the scenario(s) in which the queue is considered to have no agents available, and on-hold callers are forced out of the queue. **Valid value**: • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy **Note:** If you don't configure this parameter, it will be filled with the default value `"1,2"`.

Parameter	Required	Type	Description
enb_disallow_to_join_when_empty	No	Integer	Disallow callers to join a queue where no agents are available. **Valid value**: • `0`: Disable. • `1`: Enable. **Note:** If you set this parameter to `1`, you can configure the `empty_defined_for_disallow_to_join_when_empty` parameter to define the scenario(s) in which the queue will be considered to have no agents available.
empty_defined_for_disallow_to_join_when_empty	No	String	Define the scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join. **Valid value**: • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy **Note:** If you don't configure this parameter, it will be filled with the default value `"1,2"`.
sla_time	No	Integer	The Service Level Agreement (SLA) time (**Unit**: Second). **Valid value**: `1` - `9999`.
sla_interval	No	Integer	The evaluation interval (**Unit**: Minute). The time interval to compare the queue's SLA performance against the SLA alarm threshold, so the system can send a notification email accordingly. **Valid value**: `1` - `9999`.

Parameter	Required	Type	Description
sla_alarm_threshold	No	Integer	The Service Level Agreement (SLA) alarm threshold for the queue. **Valid value**: `1` - `999`.
join_prompt	No	String	The prompt played to callers when they join the queue. **Valid value**: Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
enb_announce_agent_id	No	Integer	Announce the agent ID to callers. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_announce_default_prompt	No	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_announce_pos	No	Integer	When callers are waiting in the queue, periodically announce the number of people waiting ahead of them. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_announce_hold_time	No	Integer	Periodically announce the estimated waiting time to callers while they are waiting in the queue. **Valid value**: • `0`: Disable. • `1`: Enable.
caller_announce_freq	No	Integer	The time interval to announce the number of people waiting ahead to the callers (**Unit**: Second). **Valid value**: `1` - `999`.

Parameter	Required	Type	Description
sys_announce_prompt	No	String	The queue announcement which is periodically played to callers after they reach the queue. **Valid value**: Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
sys_announce_freq	No	Integer	The time interval to play the queue announcements (**Unit**: Second). **Valid value**: `1` - `9999`.
satisfa_survey_prompt	No	String	The satisfaction survey prompt played to the caller after the agent hangs up the call. **Valid value**: • `default`: The default prompt. • Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
satisfa_survey_end_prompt	No	String	The prompt played to callers after they press the key to rate agent's service. **Valid value**: • `default`: The default prompt. • Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**). **Note:** This parameter ONLY takes effect when `satisfa_survey_prompt` is configured.
satisfaction_survey_point_list	No	Array <Satisfaction_Survey_Point_List>	Satisfaction survey points. Different keys correspond to different points.
press_key	No	String	The key to trigger the key press event. After callers input the key according to the prompt, the call will be routed to the specified destination. **Valid value**:

Parameter	Required	Type	Description
			• Number `0` - `9` • `*` • `#`
key_dest	No	String	The destination type of the key. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
key_dest_prefix	No	String	This parameter defines different settings depending on the destination type of the key (key_dest). • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
key_dest_value	No	String	The destination of the key. This parameter defines different settings depending on the destination type of the key (key_dest). • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter should be the unique ID of the destination.

Parameter	Required	Type	Description
			For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
enb_callback	No	Integer	Whether to enable queue callback. **Valid value**: • `0`: Disable. • `1`: Enable.
callback_method	No	String	Method for callers to trigger callback requests when the queue is busy. **Valid value**: • `digit`: Triggered by caller input. • `timeout`: Auto triggered after the timeout.
callback_press_key	No	String	The key to trigger a callback request. **Note:** This parameter is required when callback_method is set to `digit`. **Valid value**: • Number `0` - `9` • `*` • `#`
callback_trigger_timeout	No	Integer	The timeout duration to trigger the callback request (**Unit**: Second). **Note:** This parameter is required when callback_method is set to `timeout`. **Valid value**: `0` - `1800`
callback_outbound_prefix	No	String	The prefix of the outbound route which is used for queue callback.

Parameter	Required	Type	Description
callback_timeout	No	String	Type of the callback timeout. **Note:** Callback timeout refers to the duration that a callback request can be reserved in the queue. **Valid value**: • `queue_max_wait_time`: The maximum waiting time of the queue. • `custom`: Custom timeout duration.
callback_timeout_num	No	Integer	Callback timeout duration (**Unit**: Second). If there are no available agents in the queue within the timeout duration, the callback request will be cancelled. **Note:** This parameter is required when callback_timeout is set to `custom`. **Valid value**: `0` - `1800`
enb_priority_queue	No	Integer	Whether to enable priority queue. **Valid value**: • `0`: Disabled. • `1`: Enabled.
weight	No	Integer	The initial weight of the queue. **Valid value**: `1` - `999`
enb_acceleration_weight	No	Integer	Whether to enable acceleration weight. **Valid value**: • `0`: Disabled. • `1`: Enabled.
acceleration	No	Integer	The amount of time (in secondes) a call has been waiting in the queue before the weight is increased by 1. **Valid value**: `10` - `1800`

Parameter	Required	Type	Description
enb_custom_language	No	Integer	Whether to enable custom prompt language for the queue. **Valid value**: • `0`: Disabled. • `1`: Enabled.
prompt_language	No	String	The custom language for system prompts in the queue. **Valid value**: The prompt language existed in PBX System Prompt. **Note:** You can query the available system prompt languages using Get Menu Options (`"menu":"system_prompt"`).

Dynamic_Agent_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the dynamic agent. **Note:** You can query agent's extension ID using Search Specific Extensions.
type	No	String	The type of the dynamic agent. **Valid value**: • `extension`
number_value	No	Integer	The skill level of the dynamic agent. **Valid value**: `1` - `99` **Note:** • The smaller the number, the higher the skill level, and consequently the higher the priority for ringing.

Parameter	Required	Type	Description
			• If you do not configure this parameter, it will be filled with the default value `1` (the highest skill level). • This parameter takes effect ONLY when `enb_queue_skill_based_routing` is set to `1`.

Static_Agent_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the static agent. **Note:** You can query agent's extension ID using Search Specific Extensions.
type	No	String	The type of the static agent. **Valid value**: • `extension`
number_value	No	Integer	The skill level of the static agent. **Valid value**: `1` - `99` **Note:** • The smaller the number, the higher the skill level, and consequently the higher the priority for ringing. • If you do not configure this parameter, it will be filled with the default value `1` (the highest skill level). • This parameter takes effect ONLY when

Parameter	Required	Type	Description
			`enb_queue_skill_based_routing` is set to `1`.

Manager_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the queue manager. **Note:** You can query the manager's extension ID using Search Specific Extensions.
type	No	String	The type of the queue manager. **Valid value**: • `extension`

Satisfaction_Survey_Point_List

Parameter	Required	Type	Description
K	Yes	String	Satisfaction survey rating keys. **Valid value**: • Number `0` - `9` • `*`
P	Yes	Integer	Satisfaction survey points. **Valid value**: `-99` - `99`

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the queue.

Examples

Request example

```
POST /
openapi/v1.0/queue/create?access_token=sRuPSzYcPflKgdwSVpA1lhxlVLw0q0z1
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "number": "6410",
    "name": "Tech Support",
    "enb_queue_skill_based_routing": 1,
    "ring_strategy": "random",
    "moh": "default",
    "max_wait_time": 1200,
    "fail_dest": "play_greeting",
    "fail_dest_prefix": "3",
    "fail_dest_value": "IVR.wav",
    "agent_timeout": 15,
    "retry_time":5,
    "wrap_up_time": 30,
    "agent_prompt": "",
    "enb_ring_in_use": 0,
    "enb_auto_pause": 1,
    "max_pause_miss_call": 3,
    "dynamic_agent_list": [
         {
            "value":"72",
            "type":"extension",
            "number_value": 1
        }
    ],
```

```
    "static_agent_list": [
        {
            "value":"73",
            ″type″:″extension″, ,
            "number_value": 1
        },
        {
            "value":"76",
            "type":"extension",
            "number_value": 2
        }
    ],
    "manager_list": [
        {
            "value":"78",
            "type":"extension"
        }
    ],
    "enb_email_miss_call": 1,
    "enb_email_abandon_call": 1,
    "enb_email_sla_alarm": 1,
    "callback_enb_request_email": 1,
    "callback_enb_failed_email": 1,
    "max_calls": 1,
    "alert_info": "",
    "client_unique_ringtone": "example-1.wav",
    "enb_leave_empty": 1,
    "empty_defined_for_leave_empty": [
        "1",
        "2",
        "3"
    ],
    "enb_disallow_to_join_when_empty": 1,
    "empty_defined_for_disallow_to_join_when_empty": [
        "1",
        "2"
    ],
    "enb_custom_language": 1,
    "prompt_language": "sound-de",
    "enb_priority_queue": 0,
    "weight": 0,
    "enb_acceleration_weight": 0,
    "acceleration": 30,
    "sla_time": 30,
    "sla_interval": 30,
```

```
    "sla_alarm_threshold": 80,
    "join_prompt": "",
    "enb_announce_agent_id": 0,
    "enb_announce_default_prompt": 1,
    "enb_announce_pos": 1,
    "enb_announce_hold_time": 1,
    "caller_announce_freq": 30,
    "sys_announce_prompt": "",
    "sys_announce_freq": 30,
    "satisfa_survey_prompt": "default",
    "satisfa_survey_end_prompt": "default",
    "satisfaction_survey_point_list": [
        {
            "k": "0",
            "p": -5
        },
        {
            "k": "1",
            "p": -2
        },
        {
            "k": "2",
            "p": 0
        },
        {
            "k": "3",
            "p": 2
        },
        {
            "k": "4",
            "p": 5
        },
        {
            "k": "5",
            "p": 1
        },
        {
            "k": "6",
            "p": 1
        },
        {
            "k": "7",
            "p": 1
        },
        {
```

```
            "k": "8",
            "p": 1
        },
        {
            "k": "9",
            "p": 1
        },
        {
            "k": "*",
            "p": 10
        }
    ],
    "press_key": "#",
    "key_dest": "end_call",
    "key_dest_value": "",
    "key_dest_prefix": "",
    "enb_callback": 1,
    "callback_method": "digit",
    "callback_press_key": "1",
    "callback_trigger_timeout": 30,
    "callback_outbound_prefix": "6",
    "callback_timeout": "custom",
    "callback_timeout_num": 120
}
```

Request example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 6
}
```

Edit a Queue

Edit a queue.

Request URL

```
POST {base_url}/{api_path}/queue/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the queue.
number	No	String	Queue number.
name	No	String	Queue name.
enb_queue_skill_based_routing	No	Integer	Whether to route queue calls based on agents' skill levels. **Valid value**: • `0`: Disable. • `1`: Enable.
ring_strategy	No	String	The ring strategy of the queue. **Valid value**: • `ring_all`: Ring all available agents simultaneously until someone answers. • `least_recent`: Ring the available agent that was least recently called. • `fewest_calls`: Ring the available agent with the fewest completed calls. • `random`: Ring the agents randomly. • `rrmemory`: Round robin with memory. • `linear`: Ring the available agent in specific order based on the type of agents in the queue. **Note:** If `enb_queue_skill_based_routing` is set to `1`, queue calls will be routed in descending order of the agents' skill levels, and the ring strategy will only apply to agents with the same skill level.
moh	No	String	The music to be played when callers are waiting in the queue. **Valid value**: • `default`: The default music on hold.

Parameter	Required	Type	Description
			• Name of the existing music on hold playlist on PBX (Path: **PBX Settings > Voice Prompt > Music on Hold**).
max_wait_time	No	Integer	The maximum time that callers are allowed to wait for an available agent in the queue (**Unit**: Second). **Valid value**: `0` - `9999999`. **Note:** `0` indicates no restriction on the caller's waiting time in the queue.
fail_dest	No	String	The destination type of unanswered queue calls. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail. • `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
fail_dest_prefix	No	String	This parameter defines different settings depending on the destination type of unanswered queue calls (fail_dest). • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
fail_dest_value	No	String	The destination of unanswered queue calls. This parameter defines different settings depending on the destination type of unanswered queue calls (fail_dest).

Parameter	Required	Type	Description
			• When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
agent_timeout	No	Integer	Ringing timeout for agents (**Unit**: Second). **Valid value**: `1` - `9999999`. **Note:** If an agent did not answer the call after the ringing timeout, system will ring the next available agent according to the ring strategy.
retry_time	No	Integer	The time interval before ringing the next available agent after the previous available agent's ringing timeout (**Unit**: Second). **Valid value**: `1` - `9999999`.
wrap_up_time	No	Integer	Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (**Unit**: Second). **Valid value**: `1` - `9999999`. **Note:** Agents will NOT receive queue calls until the wrap-up time is over.
agent_prompt	No	String	The prompt to be played to agents when they answer a queue call.

Parameter	Required	Type	Description
			Valid value: Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
enb_ring_in_use	No	Integer	Assign queue calls to agents that are during an active call. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_auto_pause	No	Integer	When the number of consecutive missed queue calls for an agent reach the threshold, the system automatically pauses the agent and sends a notification email. **Valid value**: • `0`: Disable. • `1`: Enable.
max_pause_miss_call	No	Integer	The threshold for agent's consecutive missed calls. **Valid value**: `1` - `5`. **Note:** This parameter is required when `enb_auto_pause` is set to `1`.
dynamic_agent_list	No	Array <Dynamic_Agent_List>	Information of the dynamic agents.
static_agent_list	No	Array <Static_Agent_List>	Information of the static agents.
manager_list	No	Array <Manager_List>	Information of the queue managers.
enb_email_miss_call	No	Integer	Notify queue managers by email when a queue call is missed. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_email_abandon_call	No	Integer	Notify queue managers by email when a queue call is abandoned. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable. • `1`: Enable.
enb_email_sla_alarm	No	Integer	Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_ip_phone_missed_call_display	No	Integer	Decide whether to display the call records for missed queue calls on agents' IP phones. **Valid value**: • `0`: Disable. • `1`: Enable.
callback_enb_request_email	No	Integer	Notify queue managers by email when callers successfully request a queue callback. **Valid value**: • `0`: Disable. • `1`: Enable.
callback_enb_failed_email	No	Integer	Notify queue managers by emails when callers fail to request a queue callback. **Valid value**: • `0`: Disable. • `1`: Enable.
max_calls	No	Integer	The maximum number of callers allowed to wait in the queue. **Valid value**: `1` - `9999`.
alert_info	No	String	The "Alert-info" Header in the INVITE request to trigger the IP phone to play distinctive ringtones when receiving an incoming call from this IVR.
client_unique_ringtone	No	String	The distinctive ringtone that will be played on agents' Linkus clients when they receive calls from this queue. **Valid value**: • **Built-in ringtones**: `Ring{x}.mp3` (where `x` = `0` - `10`).

Parameter	Required	Type	Description
			• **Custom ringtone**: The file name of an existing custom ringtone on the PBX (Path: **PBX Settings > Voice Prompt > Custom Ringtone**). E.g. `example.wav`.
enb_leave_empty	No	Integer	Callers already on hold will be forced out of a queue when no agents are available. **Valid value**: • `0`: Disable. • `1`: Enable. **Note:** If you set this parameter to `1`, you can configure the `empty_defined_for_leave_empty` parameter to define the scenario(s) in which the queue will be considered to have no agents available.
empty_defined_for_leave_empty	No	String	Define the scenario(s) in which the queue is considered to have no agents available, and on-hold callers are forced out of the queue. **Valid value**: • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy **Note:** If you don't configure this parameter, it will be filled with the default value `"1,2"`.
enb_disallow_to_join_when_empty	No	Integer	Disallow callers to join a queue where no agents are available. **Valid value**: • `0`: Disable. • `1`: Enable. **Note:**

Parameter	Required	Type	Description
			If you set this parameter to `1`, you can configure the `empty_defined_for_disallow_to_join_when_empty` parameter to define the scenario(s) in which the queue will be considered to have no agents available.
empty_defined_for_disallow_to_join_when_empty	No	String	Define the scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join. **Valid value**: • `1`: Agents are unavailable (Off Line) • `2`: Agents are paused • `3`: Agents are busy **Note:** If you don't configure this parameter, it will be filled with the default value `"1,2"`.
sla_time	No	Integer	The Service Level Agreement (SLA) time (**Unit**: Second). **Valid value**: `1` - `9999`.
sla_interval	No	Integer	The evaluation interval (**Unit**: Minute). The time interval to compare the queue's SLA performance against the SLA alarm threshold, so the system can send a notification email accordingly. **Valid value**: `1` - `9999`.
sla_alarm_threshold	No	Integer	The Service Level Agreement (SLA) alarm threshold for the queue. **Valid value**: `1` - `999`.
join_prompt	No	String	The prompt played to callers when they join the queue. **Valid value**: Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).

Parameter	Required	Type	Description
enb_announce_agent_id	No	Integer	Announce the agent ID to callers. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_announce_default_prompt	No	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_announce_pos	No	Integer	When callers are waiting in the queue, periodically announce the number of people waiting ahead of them. **Valid value**: • `0`: Disable. • `1`: Enable.
enb_announce_hold_time	No	Integer	Periodically announce the estimated waiting time to callers while they are waiting in the queue. **Valid value**: • `0`: Disable. • `1`: Enable.
caller_announce_freq	No	Integer	The time interval to announce the number of people waiting ahead to the callers (**Unit**: Second). **Valid value**: `1` - `999`.
sys_announce_prompt	No	String	The queue announcement which is periodically played to callers after they reach the queue. **Valid value**: Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
sys_announce_freq	No	Integer	The time interval to play the queue announcements (**Unit**: Second). **Valid value**: `1` - `9999`.

Parameter	Required	Type	Description
satisfa_survey_prompt	No	String	The satisfaction survey prompt played to the caller after the agent hangs up the call. **Valid value**: • `default`: The default prompt. • Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
satisfa_survey_end_prompt	No	String	The prompt played to callers after they press the key to rate agent's service. **Valid value**: • `default`: The default prompt. • Name of the existing custom prompt file on PBX (Path: **PBX Settings > Voice Prompt > Custom Prompt**). **Note:** This parameter ONLY takes effect when `satisfa_survey_prompt` is configured.
satisfaction_survey_point_list	No	Array <Satisfaction_Survey_Point_List>	Satisfaction survey points. Different keys correspond to different points.
press_key	No	String	The key to trigger the key press event. After callers input the key according to the prompt, the call will be routed to the specified destination. **Valid value**: • Number `0` - `9` • `*` • `#`
key_dest	No	String	The destination type of the key. **Valid value**: • `end_call`: Hang Up. • `extension`: Extension. • `ext_vm`: Extension Voicemail.

Parameter	Required	Type	Description
			• `group_vm`: Group Voicemail. • `ivr`: IVR. • `call_flow`: Call Flow • `ring_group`: Ring Group. • `queue`: Queue. • `external_num`: External Number. • `play_greeting`: Play Prompt and Exit.
key_dest_prefix	No	String	This parameter defines different settings depending on the destination type of the key (key_dest). • When the destination type is `external_num`, this parameter defines the dial-out prefix of the external number. • When the destination type is `play_greeting`, this parameter defines the play count of the prompt. The valid value is `1` - `5`.
key_dest_value	No	String	The destination of the key. This parameter defines different settings depending on the destination type of the key (key_dest). • When the destination type is `play_greeting`, this parameter defines the custom prompt file name. E.g. `demo.wav`. • When the destination type is `extension`, `ext_vm`, `group_vm`, `ivr`, `call_flow`, `ring_group`, or `queue`, this parameter should be the unique ID of the destination. For example, the destination is the extension 2002, then this parameter should be set to the extension's ID `2`. • When the destination type is `external_num`, this parameter defines the external number.
enb_callback	No	Integer	Whether to enable queue callback. **Valid value**: • `0`: Disable.

Parameter	Required	Type	Description
			• `1`: Enable.
callback_method	No	String	Method for callers to trigger callback requests when the queue is busy. **Valid value**: • `digit`: Triggered by caller input. • `timeout`: Auto triggered after the timeout.
callback_press_key	No	String	The key to trigger a callback request. **Note:** This parameter is required when callback_method is set to `digit`. **Valid value**: • Number `0` - `9` • `*` • `#`
callback_trigger_timeout	No	Integer	The timeout duration to trigger the callback request (**Unit**: Second). **Note:** This parameter is required when callback_method is set to `timeout`. **Valid value**: `0` - `1800`
callback_outbound_prefix	No	String	The prefix of the outbound route which is used for queue callback.
callback_timeout	No	String	Type of the callback timeout. **Note:** Callback timeout refers to the duration that a callback request can be reserved in the queue. **Valid value**: • `queue_max_wait_time`: The maximum waiting time of the queue.

Parameter	Required	Type	Description
			• `custom`: Custom timeout duration.
callback_timeout_num	No	Integer	Callback timeout duration (**Unit**: Second). If there are no available agents in the queue within the timeout duration, the callback request will be cancelled. **Note:** This parameter is required when callback_timeout is set to `custom`. **Valid value**: `0` - `1800`
enb_priority_queue	No	Integer	Whether to enable priority queue. **Valid value**: • `0`: Disabled. • `1`: Enabled.
weight	No	Integer	The initial weight of the queue. **Valid value**: `1` - `999`
enb_acceleration_weight	No	Integer	Whether to enable acceleration weight. **Valid value**: • `0`: Disabled. • `1`: Enabled.
acceleration	No	Integer	The amount of time (in secondes) a call has been waiting in the queue before the weight is increased by 1. **Valid value**: `10` - `1800`
enb_custom_language	No	Integer	Whether to enable custom prompt language for the queue. **Valid value**: • `0`: Disabled. • `1`: Enabled.
prompt_language	No	String	The custom language for system prompts in the queue. **Valid value**: The prompt language existed in PBX System Prompt.

Parameter	Required	Type	Description
			Note: You can query the available system prompt languages using Get Menu Options (`"menu":"system_prompt"`).

Dynamic_Agent_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the dynamic agent. **Note:** You can query agent's extension ID using Search Specific Extensions.
type	No	String	The type of the dynamic agent. **Valid value**: • `extension`
number_value	No	Integer	The skill level of the dynamic agent. **Valid value**: `1` - `99` **Note:** • The smaller the number, the higher the skill level, and consequently the higher the priority for ringing. • If you do not configure this parameter, it will be filled with the default value `1` (the highest skill level). • This parameter takes effect ONLY when `enb_queue_skill_based_routing` is set to `1`.

Static_Agent_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the static agent. **Note:** You can query agent's extension ID using Search Specific Extensions.
type	No	String	The type of the static agent. **Valid value**: • `extension`
number_value	No	Integer	The skill level of the static agent. **Valid value**: `1` - `99` **Note:** • The smaller the number, the higher the skill level, and consequently the higher the priority for ringing. • If you do not configure this parameter, it will be filled with the default value `1` (the highest skill level). • This parameter takes effect ONLY when `enb_queue_skill_based_routing` is set to `1`.

Manager_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the queue manager. **Note:** You can query the manager's extension ID using Search Specific Extensions.

Parameter	Required	Type	Description
type	No	String	The type of the queue manager. **Valid value**: • `extension`

Satisfaction_Survey_Point_List

Parameter	Required	Type	Description
K	Yes	String	Satisfaction survey rating keys. **Valid value**: • Number `0` - `9` • `*`
P	Yes	Integer	Satisfaction survey points. **Valid value**: `-99` - `99`

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update the following configurations for the queue with ID "6":

- Replace the queue name with "PreSale".
- Change the ring strategy to "Ring All".
- Replace the static agents with users (Extension ID: 76 & 85).

```
POST /
openapi/v1.0/queue/update?access_token=sRuPSzYcPflKgdwSVpA1lhxlVLw0q0z1
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id":6,
    "name": "PreSale",
    "ring_strategy":"ring_all",
    "static_agent_list": [
        {
           "value":"76",
           "type":"extension"
       },
        {
           "value":"85",
           "type":"extension"
       }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Queue

Delete a queue.

Request URL

```
GET {base_url}/{api_path}/queue/delete?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the queue. **Note:** You can query queue's ID using Search Specific Queues.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Delete the queue with ID "6".

```
GET /
openapi/v1.0/queue/delete?access_token=EN4BSYUGCmy1egzv713Him6dQIuOIbSd&id=
6 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Query Call Status of a Queue

Query call status of a specific queue.

Request URL

```
GET {base_url}/{api_path}/queue/call_status?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the queue. **Note:** You can query queue's ID using Search Specific Queues.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
waiting_list	Array <Waiting_List>	Information of the calls waiting to be answered.
active_list	Array <Active_List>	Information of the ongoing calls.
waiting_calls	Integer	The number of the calls waiting to be answered.
active_calls	Integer	The number of the ongoing calls.
ringing_list	Array <Ringing_List>	Information of the calls that are currently ringing on agents' extensions.

Parameter	Type	Description
ringing_calls	Integer	The number of the calls that are currently ringing on agents' extensions.

Waiting_List

Parameter	Type	Description
call_id	String	The unique ID of the call.
caller_number	String	Caller number.
caller_display_name	String	Caller name.
callee_number	String	The ID of the queue.
callee_display_name	String	The name of the queue.
duration	Integer	The time the call has been waiting in the queue (**Unit**: Second).

Active_List

Parameter	Type	Description
call_id	String	The unique ID of the call.
caller_number	String	Caller number.
caller_display_name	String	Caller name.
callee_number	String	The extension number of the agent answering the call.
callee_display_name	String	The name of the agent answering the call.
duration	Integer	Call duration (**Unit**: Second).

Ringing_List

Parameter	Type	Description
call_id	String	The unique ID of the call.
caller_number	String	Caller number.
caller_display_name	String	Caller name.

Parameter	Type	Description
callee_number	String	The extension number of the agent whose extension is currently ringing.
callee_display_name	String	The name of the agent whose extension is currently ringing.
duration	Integer	The time the agent's extension has been ringing (**Unit**: Second).

Examples

Request example

Query the call status of the queue with ID "3".

```
GET /
openapi/v1.0/queue/call_status?access_token=CJal3eRlDZ987eX672NtVXsImV2wR8T
Z&id=3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "waiting_list": [
        {
            "call_id": "1699424450.42",
            "caller_number": "5505501",
            "caller_display_name": "Leo Ball",
            "callee_number": "6402",
            "callee_display_name": "Tech Support",
            "duration": 5
        }
    ],
    "active_list": [
        {
            "call_id": "1699424409.38",
            "caller_number": "5003301",
            "caller_display_name": "",
            "callee_number": "1006",
            "callee_display_name": "Kristin Hale",
            "duration": 24
        },
        {
```

```
            "call_id": "1699424381.30",
            "caller_number": "5003001",
            "caller_display_name": "Joe Lewis",
            "callee_number": "1001",
            "callee_display_name": "Phillip Huff",
            "duration": 56
        }
    ],
    "waiting_calls": 1,
    "active_calls": 2
    "ringing_list": [
        {
            "call_id": "1699424450.144",
            "caller_number": "5505501",
            "caller_display_name": "Leo Ball",
            "callee_number": "1003",
            "callee_display_name": "Joe Lewis",
            "duration": 3
        }
    ],
    "ringing_calls": 1
}
```

Query Agent Status of a Queue

Query agent status of a specific queue.

Request URL

```
GET {base_url}/{api_path}/queue/agent_status?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the queue. **Note:** You can query queue's ID using Search Specific Queues.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of agents in the queue.
data	Array<Agent_List>	Information of each agent.

Agent_List

Parameter	Type	Description
name	String	Agent name.
number	String	Agent's extension number.
is_login	Integer	Whether the agent is logged in to the queue. • `0`: Logged out. • `1`: Logged in.
is_pause	Integer	Whether the agent has paused receiving queue calls. • `0`: Unpaused. • `1`: Paused.
call_status	Integer	Agent's call status. • `0`: Unknown. • `1`: Idle. • `2`: In a call. • `3`: Ringing. • `4`: Receiving a new call during a call. • `5`: On hold.

Parameter	Type	Description
		Note: If the caller puts the call on hold, the agent's call status returns `5` (On hold). If the agent puts the call on hold, the agent's call status returns `2` (In a call).
pause_reason	String	Agent's pause reason.
agent_type	String	The type of the agent. • `dynamic` • `static`
max_threshold_for_pause_time	Integer	The amount of time in seconds that the dynamic agent will pause service. • `0`: Remain paused unless a new request is made to unpause service for the agent. • `10` or greater: The specific pause time. After the timeout, automatically unpause service for the agent.
max_threshold_for_logout_time	Integer	The amount of time in seconds that the dynamic agent will log out from the queue. • `0`: Remain logout unless a new request is made to log the agent to the queue. • `10` or greater: The specific logout time. After the timeout, automatically log the agent to the queue.

Examples

Request example

Query the status of agent members in a queue (ID: 3).

```
GET /
openapi/v1.0/queue/agent_status?access_token=9G4E5fCWO5lgx14m0NNwS91VvACHUN
mU&id=3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 5,
    "data": [
        {
            "name": "Leo Ball",
            "number": "1000",
            "is_login": 1,
            "is_pause": 0,
            "call_status": 1,
            "pause_reason": "",
            "agent_type": "dynamic",
            "max_threshold_for_pause_time": 30,
            "max_threshold_for_logout_time": 0
        },
        {
            "name": "Phillip Huff",
            "number": "1001",
            "is_login": 1,
            "is_pause": 1,
            "call_status": 1,
            "pause_reason": "Break",
            "agent_type": "dynamic",
            "max_threshold_for_pause_time": 0,
            "max_threshold_for_logout_time": 60
        },
        {
            "name": "Madison Cooper",
            "number": "1004",
            "is_login": 1,
            "is_pause": 0,
            "call_status": 2,
            "pause_reason": "",
            "agent_type": "static",
            "max_threshold_for_pause_time": 20,
            "max_threshold_for_logout_time": 0
        },
        {
            "name": "Kevin Connor",
            "number": "1005",
            "is_login": 1,
            "is_pause": 0,
            "call_status": 1,
```

```
            "pause_reason": "",
            "agent_type": "static",
            "max_threshold_for_pause_time": 0,
            "max_threshold_for_logout_time": 0
        },
        {
            "name": "Kristin Hale",
            "number": "1006",
            "is_login": 1,
            "is_pause": 0,
            "call_status": 2,
            "pause_reason": "",
            "agent_type": "static",
            "max_threshold_for_pause_time": 0,
            "max_threshold_for_logout_time": 0
        }
    ]
}
```

Query Queue Pause Reason List

Query the existing queue pause reasons on PBX.

Request URL

```
GET {base_url}/{api_path}/queue_pause_reason/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Pause_Reason>	Pause reasons and the corresponding feature codes.

Pause_Reason

Parameter	Type	Description
code	String	The feature code of the pause reason.
reason	String	Pause reason.

Examples

Request example

```
GET /
openapi/v1.0/queue_pause_reason/list?access_token=kiRFn8ugKJwIArRL9Uq1ly4sv
dRSDM2Y HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "code": "*01",
            "reason": "Lunch"
        },
        {
            "code": "*02",
            "reason": "Break"
        },
        {
            "code": "*03",
```

```
            "reason": "Wrap up"
        },
        {
            "code": "*04",
            "reason": "Task Transfer"
        }
    ]
}
```

Edit Queue Pause Reason List

Update the queue pause reasons.

Request URL

```
POST {base_url}/{api_path}/
queue_pause_reason/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
pause_reason_list	Yes	Array <Pause_Reason_List>	Queue pause reason list. **Important:** The queue pause reason list on PBX will be directly updated to the list set in this parameter.

Pause_Reason_List

Parameter	Required	Type	Description
code	Yes	String	The feature code of the pause reason. • To add new pause reasons, enter the custom feature code. • To edit the existing pause, enter the feature codes of the existing pause reasons. **Note:**

Parameter	Required	Type	Description
			You can use Query Queue Pause Reason List to query the feature codes of the existing pause reasons.
reason	Yes	String	Pause reason.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

The default pause reason and the feature code on PBX are listed below:

- "Lunch" – `*01`
- "Break" – `*02`
- "Wrap up" – `*03`

Update the pause reason of the feature code `*01` to from "Lunch" to "Off Duty", without modifying the others.

```
POST /
openapi/v1.0/queue_pause_reason/update?access_token=sRuPSzYcPflKgdwSVpA1lhx
lVLw0q0z1 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

```
{
    "pause_reason_list": [
        {
            "code": "*01",
            "reason": "Off Duty"          //Replace the pause reason.
        },
        {
            "code": "#02",               //The pause reasons that do not
 need to be modified should also be included in the request parameters;
 otherwise, they will be deleted.
            "reason": "Break"
        },
        {
            "code": "*03",
            "reason": "Wrap up"
        }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Query Global Queue Settings

Query the global queue settings.

Request URL

```
GET {base_url}/{api_path}/queue_option/get?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query the global queue settings.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Global_Settings>	Global queue settings.

Global_Settings

Parameter	Type	Description
enb_honor_wrapup_time	Integer	Whether shared wrap-up time among multiple queues are enabled. • `0`: Disabled. • `1`: Enabled.
dynamic_agent_default_status	String	The default status assigned to dynamic agents when they are newly added to a queue. • `login`: Logged in. • `logout`: Logged out.
enb_process_result_sync	Integer	Whether processing result synchronization for repeat calls is enabled. • `0`: Disabled. • `1`: Enabled.
time_range	Integer	The time range (in hours) within which the processing result of repeat calls from the same callers to the same queue will synchronized. **Note:** This window is defined as the period of *{X}* hours leading up to the time when the call processing result is updated. All

Parameter	Type	Description
		records within this period will be updated accordingly.

Examples

Request example

```
GET /
openapi/v1.0/queue_option/get?access_token=kiRFn8ugKJwIArRL9Uq1ly4svdRSDM2Y
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "enb_honor_wrapup_time": 1,
        "dynamic_agent_default_status": "login",
        "enb_process_result_sync": 1,
        "time_range": 8
    }
}
```

Edit Global Queue Settings

Change the global settings for queues.

Request URL

```
POST {base_url}/{api_path}/queue_option/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
dynamic_agent_default_status	No	String	The default status assigned to dynamic agents when they are newly added to a queue. **Valid value**:

Parameter	Required	Type	Description
			• `login`: Logged in. • `logout`: Logged out.
enb_honor_wrapup_time	No	Integer	Whether to share break time among queues when an agent belongs to multiple queues. **Valid value**: • `0`: Disable. The break time is only valid for current queue, the agent will still receive calls from other queues during the break time. • `1`: Enable. After an agent finishes a queue call, the break time of the queue will be shared across all queues, the agent will not receive calls from other queues during this break time.
enb_process_result_sync	No	Integer	Whether to enable automatic synchronization for processing results of repeat calls from the same callers to the same queue within a specified time range.
time_range	No	Integer	The time range (in hours) within which the processing result of repeat calls from the same callers to the same queue will synchronized. **Note:** This window is defined as the period of *{X}* hours leading up to the time when the call processing result is updated. All records within this period will be updated accordingly.

Examples

Request example 1

Enable 'Shared Wrap-up Time Across Multiple Queues' feature.

```
POST /
openapi/v1.0/queue_option/update?access_token=kiRFn8ugKJwIArRL9Uq1ly4svdRSD
M2Y HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
     "enb_honor_wrapup_time":1
}
```

Request example 2

Set default status for dynamic agents.

```
POST /
openapi/v1.0/queue_option/update?access_token=kiRFn8ugKJwIArRL9Uq1ly4svdRSD
M2Y HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
     "dynamic_agent_default_status":"login"
}
```

Request example 3

Enable auto-sync for processing results of repeat calls.

```
POST /
openapi/v1.0/queue_option/update?access_token=kiRFn8ugKJwIArRL9Uq1ly4svdRSD
M2Y HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "enb_process_result_sync":1,
    "time_range":8
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Enable or Disable Shared Wrap-up Time Among Queues

Enable or disable 'Shared Wrap-up Time Across Multiple Queues'.

Request URL

```
POST {base_url}/{api_path}/queue/honor_wrapup_time?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
enb_honor_wrapup_time	Yes	Integer	Whether to share break time among queues when an agent belongs to multiple queues. **Valid value**: • `0`: Disable. The break time is only valid for current queue, the agent will still receive calls from other queues during the break time. • `1`: Enable. After an agent finishes a queue call, the break time of the queue will be shared across all queues, the agent will not receive calls from other queues during this break time.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/queue/honor_wrapup_time?access_token=sRuPSzYcPflKgdwSVpA1lhxlV
Lw0q0z1 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "enb_honor_wrapup_time": 1
```

```
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Queue Management – Log in or Log out Agents

Bulk log in or log out dynamic agents in the specified queue.

Request URL

```
GET {base_url}/{api_path}/queue/agent_login?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ext_ids	Yes	String	The extension ID(s) of the dynamic agent(s). **Note:** • You can query agent's extension ID using Search Specific Extensions. • Use a comma to separate multiple extension IDs.
queue_id	Yes	Integer	The unique ID of the queue. **Note:** You can query the queue's ID using Search Specific Queues.
operation	Yes	String	Log in or log out agents in the queue. **Valid value**: • `login`: Log in the dynamic agent to the queue. • `logout`: Log out the dynamic agent from the queue.

Parameter	Required	Type	Description
is_paused	No	Integer	Whether to pause service for dynamic agents after logging them to the queue. **Valid value**: • `0`: Do NOT pause service for agents after logging them to the queue. • `1`: Pause service for agents after logging them to the queue. **Note:** If you don't configure this parameter, it will be filled with the default value `0`.
max_threshold_for_pause_time	No	Integer	The amount of time in seconds that the dynamic agent(s) will pause service. **Valid value**: • `0`: Remain paused unless a new request is made to unpause service for the agents. • `10` or greater: The specific pause time. After the timeout, automatically unpause service for agents.
max_threshold_for_logout_time	No	Integer	The amount of time in seconds that the dynamic agent(s) will log out from the queue. **Valid value**: • `0`: Remain logout unless a new request is made to log the agents to the queue. • `10` or greater: The specific logout time. After the timeout, automatically log the agents to the queue.
reason	No	String	Feature code for the pause reason. **Valid value**: The feature code for the existing pause reasons on PBX. **Note:** • If the PBX plan subscription is NOT **Enterprise Plan** or **Ultimate Plan**, do NOT pass this parameter, otherwise the request will fail.

Parameter	Required	Type	Description
			• You can query the feature code for the existing pause reasons using Query Queue Pause Reason List.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Log in two dynamic agents (Extension ID: 21 & 24) to a queue (ID: 1) and pause service for the two agents for 5 minutes after login.

```
GET /
openapi/v1.0/queue/agent_login?access_token=pL1Xyk5cHf13p2eCkuJBX9i94O9OpMt
f&ext_ids=21,24&queue_id=1&operation=login&is_paused=1&max_threshold_for_pa
use_time=300 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Queue Management – Pause or Unpause Agents

Pause or unpause service (i.e. receiving queue calls) for agents in the specified queue.

Request URL

```
GET {base_url}/{api_path}/queue/agent_pause?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ext_ids	Yes	String	The extension ID(s) of the agent(s). **Note:** • You can query agent's extension ID using Search Specific Extensions. • Use a comma to separate multiple extension IDs.
queue_id	Yes	Integer	The unique ID of the queue. **Note:** You can query the queue's ID using Search Specific Queues.
operation	Yes	String	Pause or unpause service (i.e. receiving queue calls) for agents in the queue. **Valid value**: • `pause`: Pause receiving queue calls. • `unpause`: Unpause receiving queue calls.
max_threshold_for_pause_time	No	Integer	The amount of time in seconds that the dynamic agent(s) will pause service. **Valid value**: • `0`: Remain paused unless a new request is made to unpause service for the agents. • `10` or greater: The specific pause time. After the timeout, automatically unpause service for agents.
reason	No	String	Feature code for the pause reason. **Valid value**: The feature code for the existing pause reasons on PBX.

Parameter	Required	Type	Description
			Note: • If the PBX plan subscription is NOT **Enterprise Plan** or **Ultimate Plan**, do NOT pass this parameter, otherwise the request will fail. • You can query the feature code for the existing pause reasons using Query Queue Pause Reason List.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Pause service for two agents (Extension ID: 73 & 85) in a queue (ID: 2) with the pause reason "Lunch" (Feature code: *01).

```
GET /
openapi/v1.0/queue/agent_pause?access_token=qxvj1AOWpDrl5ScEPNavCJ9Eu6KQL4y
S&ext_ids=73,85&queue_id=2&operation=pause&reason=*01 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
```

```
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Agent Management – Log in to or Log out of Queues

Log in or log out the specified dynamic agent from one or more queues.

Request URL

```
GET {base_url}/{api_path}/agent/login?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ext_id	Yes	Integer	The extension ID of the dynamic agent. **Note:** You can query agent's extension ID using Search Specific Extensions.
queue_ids	No	String	**Important:** If this parameter is not included, the system will log the agent in or out of all queues. The unique ID(s) of the queue(s) that the agent needs to log in or log out of. **Note:** • You can query the queue's ID using Search Specific Queues. • Use a comma to separate multiple queue IDs.
operation	Yes	String	Log in to or log out the dynamic agent from the specified queue(s). **Valid value**: • `login`: Log the agent in to the queue(s).

Parameter	Required	Type	Description
			• `logout`: Log the agent out of the queue(s).
is_paused	No	Integer	Whether to pause service for the dynamic agent after logging him or her to the queue. **Valid value**: • `0`: Do NOT pause service for the agent after logging him or her to the queue(s). • `1`: Pause service for the agent after logging him or her to the queue(s). **Note:** If you don't configure this parameter, it will be filled with the default value `0`.
max_threshold_for_pause_time	No	Integer	The amount of time in seconds that the dynamic agent will pause service. **Valid value**: • `0`: Remain paused unless a new request is made to unpause service for the agent. • `10` or greater: The specific pause time. After the timeout, automatically unpause service for the agent.
max_threshold_for_logout_time	No	Integer	The amount of time in seconds that the dynamic agent will log out from the queue. **Valid value**: • `0`: Remain logout unless a new request is made to log the agent to the queue. • `10` or greater: The specific logout time. After the timeout, automatically log the agent to the queue.
reason	No	String	Feature code for the pause reason. **Valid value**: The feature code for the existing pause reasons on PBX. **Note:** • If the PBX plan subscription is NOT **Enterprise Plan** or **Ultimate Plan**, do NOT pass this parameter, otherwise the request will fail.

Parameter	Required	Type	Description
			• You can query the feature code for the existing pause reasons using Query Queue Pause Reason List.
is_login_last	No	Integer	Whether to automatically log in to previously logged-in queues. **Valid value**: • `0`: Disabled. Only log in to the specified queue(s). • `1`: Enabled. Log in to all previously logged-in queues.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example 1

Log in the dynamic agent (Extension ID: 85) to all his or her assigned queues, and pause service for the agent for one minute after login.

```
GET /
openapi/v1.0/agent/login?access_token=u6UfsayUeBpUrwwpaBs6hkDeCzEE6D6t&ext_
id=85&operation=login&is_paused=1&max_threshold_for_pause_time=60 HTTP/1.1
Host: 192.168.5.150:8088
```

Request example 2

Log in to previously logged-in queues.

```
GET /
openapi/v1.0/agent/login?access_token=LX9r6xHhCXSUeTS0UoIQe8zJZ3FTIAZs&ext_
id=50&operation=login&is_login_last=1 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Agent Management – Pause or Unpause Queue Service

Pause or unpause service (i.e. receiving queue calls) for an agent in one or more queues.

Request URL

```
GET {base_url}/{api_path}/agent/pause?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ext_id	Yes	Integer	The extension ID of the dynamic agent. **Note:** You can query agent's extension ID using Search Specific Extensions.
queue_ids	No	String	**Important:** If this parameter is not included, the system will pause or unpause service for the agent in all queues. The unique ID(s) of the queue(s), used to specify in which queue(s) the agent will be paused or unpaused. **Note:**

Parameter	Required	Type	Description
			• You can query the queue's ID using Search Specific Queues. • Use a comma to separate multiple queue IDs.
operation	Yes	String	Pause or unpause service for agent in specific queue(s). **Valid value**: • `pause`: Pause receiving queue calls. • `unpause`: Unpause receiving queue calls.
max_threshold_for_pause_time	No	Integer	The amount of time in seconds that the dynamic agent will pause service. **Valid value**: • `0`: Remain paused unless a new request is made to unpause service for the agent. • `10` or greater: The specific pause time. After the timeout, automatically unpause service for the agent.
reason	No	String	Feature code for the pause reason. **Valid value**: The feature code for the existing pause reasons on PBX. **Note:** • If the PBX plan subscription is NOT **Enterprise Plan** or **Ultimate Plan**, do NOT pass this parameter, otherwise the request will fail. • You can query the feature code for the existing pause reasons using Query Queue Pause Reason List.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Pause the service for an agent (Extension ID: 85) in all the queues with the pause reason "Lunch" (Feature code: *01).

```
GET /
openapi/v1.0/agent/pause?access_token=7TBj7xavDnMljNQXb8bVAxUgNrxE7u1r&ext_
id=85&operation=pause&reason=*01 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Conference

Query Scheduled Conference List

Query the list of the scheduled conferences that were created either from the PBX web portal or through API requests.

Request URL

```
GET {base_url}/{api_path}/conference/list?access_token={access_token}
```

Request parameters

Table 228.

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `number` (Default) • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. (Default) • `desc`: Descending order.

Response parameters

Table 229.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of conferences.
data	Array<Conference_Info>	The list of the conference information.

Conference_Info

Table 230.

Parameter	Type	Description
id	Integer	The ID of the conference.
name	String	Conference name.
number	String	Conference number.
moderator_list	Array<Moderator_List>	The information list of conference moderators.

Moderator_List

Parameter	Type	Description
id	String	The ID of the conference moderator.
name	String	The name of the conference moderator.
type	String	The type of the conference moderator. • `extension`: Extension. • `ext_group`: Extension group.

Examples

Request example

```
GET /
openapi/v1.0/conference/list?access_token=4mZxlzE08rl3g7rE7wjoMIowMoVkMvUr&
page=1&page_size=5 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "data": [
        {
            "id": 1,
            "name": "Sales Weekly Meeting",
            "number": "6500",
            "moderator_list": [
                {
                    "id": "50",
```

```
                    "name": "Emily Parker",
                    "type": "extension"
                }
            ]
        },
        {
            "id": 2,
            "name": "Support Case Review",
            "number": "6501",
            "moderator_list": [
                {
                    "id": "47",
                    "name": "Michael Harris",
                    "type": "extension"
                }
            ]
        },
        {
            "id": 3,
            "name": "Marketing Planning Room",
            "number": "6502",
            "moderator_list": [
                {
                    "id": "55",
                    "name": "Kevin Thompson",
                    "type": "extension"
                },
                {
                    "id": "202",
                    "name": "Krisin Hale",
                    "type": "extension"
                }
            ]
        }
    ]
}
```


Search Specific Scheduled Conferences

Search specific conferences from the scheduled conference list.

Request URL

```
GET {base_url}/{api_path}/conference/search?access_token={access_token}
```

Request parameters

Table 231.

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `number` (Default) • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. (Default) • `desc`: Descending order.
search_value	No	String	Search keywords.

Response parameters

Table 232.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of conferences.
data	Array<Conference_Info>	The list of the conferences' information.

Conference_Info

Table 233.

Parameter	Type	Description
id	Integer	The ID of the conference.
name	String	Conference name.
number	String	Conference number.
moderator_list	Array<Moderator_List>	The information list of conference moderators.

Moderator_List

Parameter	Type	Description
id	String	The ID of the conference moderator.
name	String	The name of the conference moderator.
type	String	The type of the conference moderator. • `extension`: Extension. • `ext_group`: Extension group.

Examples

Request example

Search for sales-related conferences.

```
GET /
openapi/v1.0/conference/search?access_token=4mZxlzE08rl3g7rE7wjoMIowMoVkMvU
r&page=1&page_size=5&search_value=sales HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "data": [
        {
            "id": 1,
            "name": "Sales Weekly Meeting",
            "number": "6500",
            "moderator_list": [
```

```
                {
                    "id": "50",
                    "name": "Emily Parker",
                    "type": "extension"
                }
            ]
        },
        {
            "id": 4,
            "name": "Regional Sales Strategy Session",
            "number": "6503",
            "moderator_list": [
                {
                    "id": "53",
                    "name": "Rachel Morgan",
                    "type": "extension"
                }
            ]
        }
    ]
}
```


Query Information of a Scheduled Conference

Query the information of a specific scheduled conference.

Request URL

```
GET {base_url}/{api_path}/conference/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the conference. **Note:** You can query the conference ID using Search Specific Scheduled Conferences.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <Conference_Info>	The detailed information of the conference.

Conference_Info

Parameter	Type	Description
id	Integer	The ID of the conference.
name	String	Conference name.
number	String	Conference number.
has_partic_password	Integer	Whether participants need to enter a password to join the conference. • `0`: No password. • `1`: Password required. **Tip:** You can query the participant password using Query Conference Password.
has_moderator_password	Integer	Whether a password is required to join the conference as a moderator. • `0`: No password. • `1`: Password required.

Parameter	Type	Description
		Tip: You can query the moderator password using Query Conference Password.
sound_prompt	String	The prompt to announce the participants when someone joins or exits from the conference. • `default`: The system prompts a tone when participant joins or exits from the conference. • `ext_number`: The system prompts the extension number of the participant when the participant joins or exits from the conference.
allow_partic_invite	Integer	Whether extension participants can invite other members to join the conference. • `0`: Disabled. • `1`: Enabled. Extension participants can press `#` to invite others to join the conference.
enb_wait_moderator	Integer	Whether participants should wait for the moderator to start the conference. • `0`: Disabled. • `1`: Enabled. The conference will start only when a moderator joins the conference.
moderator_list	Array <Moderator_List>	The list of the moderators for the conference.
enb_custom_language	Integer	Whether a custom prompt language is set for the conference call. • `0`: Disabled. • `1`: Enabled.
prompt_language	String	The custom prompt language. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin)

Parameter	Type	Description
		• `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)

Moderator_List

Parameter	Type	Description
id	String	The ID of the conference moderator.
name	String	The name of the conference moderator.
type	String	The type of the conference moderator. • `extension`: Extension. • `ext_group`: Extension group.

Examples

Request example

```
GET /
openapi/v1.0/conference/get?access_token=zvSTsQu2hhnvvkznD7DaLFkpxDixBqRT&id=1 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 1,
        "name": "Sales Weekly Meeting",
        "number": "6500",
        "has_partic_password": 1,
        "has_moderator_password": 1,
        "sound_prompt": "ext_number",
        "allow_partic_invite": 1,
        "enb_wait_moderator": 1,
        "moderator_list": [
            {
                "id": "50",
                "name": "Emily Parker",
                "type": "extension"
            }
        ],
        "enb_custom_language": 1,
        "prompt_language": "sound-en"
    }
}
```

Query Information of Multiple Scheduled Conferences

Query the information of multiple scheduled conferences simultaneously.

Request URL

```
GET {base_url}/{api_path}/conference/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	Integer	The IDs of the conferences. **Note:** • You can query conference's ID using Search Specific Scheduled Conferences.

Parameter	Required	Type	Description
			• Use commas to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Conference_Info>	The detailed information of the conference.

Conference_Info

Parameter	Type	Description
id	Integer	The ID of the conference.
name	String	Conference name.
number	String	Conference number.
has_partic_password	Integer	Whether participants need to enter a password to join the conference. • `0`: No password. • `1`: Password required. **Tip:** You can query the participant password using Query Conference Password.

Parameter	Type	Description
has_moderator_password	Integer	Whether a password is required to join the conference as a moderator. • `0`: No password. • `1`: Password required. **Tip:** You can query the moderator password using Query Conference Password.
sound_prompt	String	The prompt to announce the participants when someone joins or exits from the conference. • `default`: The system prompts a tone when participant joins or exits from the conference. • `ext_number`: The system prompts the extension number of the participant when the participant joins or exits from the conference.
allow_partic_invite	Integer	Whether extension participants can invite other members to join the conference. • `0`: Disabled. • `1`: Enabled. Extension participants can press `#` to invite others to join the conference.
enb_wait_moderator	Integer	Whether participants should wait for the moderator to start the conference. • `0`: Disabled. • `1`: Enabled. The conference will start only when a moderator joins the conference.
moderator_list	Array <Moderator_List>	The list of the moderators for the conference.
enb_custom_language	Integer	Whether a custom prompt language is set for the conference call.

Parameter	Type	Description
		• `0`: Disabled. • `1`: Enabled.
prompt_language	String	The custom prompt language. • `sound-ar`: العربية (Arabic) • `sound-cz`: Čeština(Czech) • `sound-de`: Deutsch (German) • `sound-en`: English • `sound-en_BR`: English (British) • `sound-es`: Español/Castellano (Spanish Spain) • `sound-es_LT`: Español latino (Spanish Latin) • `sound-fa`: فارسی (Persian) • `sound-fr`: Française (French) • `sound-gr`: Ελληνικά (Greek) • `sound-hr`: hrvatski (Croatian) • `sound-id`: Bahasa Indonesia (Indonesian) • `sound-it`: Italiano (Italian) • `sound-iw`: עברית (Hebrew) • `sound-nl`: Nederlands (Dutch) • `sound-pl`: Polski (Polish) • `sound-pt`: Português (Portuguese) • `sound-pt_BR`: Português Brasil (Portuguese Brazil) • `sound-ro`: Română (Romanian) • `sound-ru`: Русский (Russian) • `sound-sk`: Slovenčina(Slovak) • `sound-sl`: Slovenščina (Slovenian) • `sound-sr`: Српски (Serbian) • `sound-th`: ### (Thai) • `sound-tr`: Türk (Turkish) • `sound-zh`: 中文 (Chinese) • `sound-zh_hk`: 粤语 (Cantonese)

Moderator_List

Parameter	Type	Description
id	String	The ID of the conference moderator.
name	String	The name of the conference moderator.

Parameter	Type	Description
type	String	The type of the conference moderator. • `extension`: Extension. • `ext_group`: Extension group.

Examples

Request example

```
GET /
openapi/v1.0/conference/query?access_token=ZKTlcLAzxSI1NcBupFtJRcLpFhkBooHI
&ids=1,2,3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 1,
            "name": "Sales Weekly Meeting",
            "number": "6500",
            "has_partic_password": 1,
            "has_moderator_password": 1,
            "sound_prompt": "ext_number",
            "allow_partic_invite": 1,
            "enb_wait_moderator": 1,
            "moderator_list": [
                {
                    "id": "50",
                    "name": "Emily Parker",
                    "type": "extension"
                }
            ],
            "enb_custom_language": 1,
            "prompt_language": "sound-en"
        },
        {
            "id": 2,
            "name": "Support Case Review",
            "number": "6501",
```

```
            "has_partic_password": 0,
            "has_moderator_password": 0,
            "sound_prompt": "default",
            "allow_partic_invite": 1,
            "enb_wait_moderator": 0,
            "moderator_list": [
                {
                    "id": "47",
                    "name": "Michael Harris",
                    "type": "extension"
                }
            ],
            "enb_custom_language": 0,
            "prompt_language": ""
        },
        {
            "id": 3,
            "name": "Marketing Planning Room",
            "number": "6502",
            "has_partic_password": 0,
            "has_moderator_password": 0,
            "sound_prompt": "default",
            "allow_partic_invite": 1,
            "enb_wait_moderator": 0,
            "moderator_list": [
                {
                    "id": "55",
                    "name": "Kevin Thompson",
                    "type": "extension"
                },
                {
                    "id": "202",
                    "name": "Krisin Hale",
                    "type": "extension"
                }
            ],
            "enb_custom_language": 0,
            "prompt_language": ""
        }
    ]
}
```

Query information of Instant Conferences

Query the information of instant conferences created through API requests.

Request URL

```
GET {base_url}/{api_path}/
conference/query_interim_conference?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	Conference number. **Valid value**: • To query a specific instant conference, pass the number of the conference. • To query multiple instant conferences, pass the numbers of the conferences, and use commas to separate multiple numbers. • To query all instant conferences, pass the value `all`.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Conference_Info>	The detailed information of the instant conference.

Conference_Info

Parameter	Type	Description
number	String	Conference number.
name	String	Conference name.
moderators_channel_id	Array <String>	The channel ID of the conference moderators.
members_channel_id	Array <String>	The channel ID of the conference participants.

Example

Request example

```
GET /
openapi/v1.0/conference/query_interim_conference?number=all&access_token=WM
3RnLSIDUaDiCbQBemebFMuY5FmauNO HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "number": "6902",
            "name": "instant conference",
            "moderators_channel_id": [
                "PJSIP/1001-0000003e"
            ],
            "members_channel_id": [
                "PJSIP/1007-00000041"
            ]
        },
        {
            "number": "6905",
            "name": "instant conference-2",
            "moderators_channel_id": [
                "PJSIP/1000-00000043"
            ],
            "members_channel_id": [
                "PJSIP/1003-00000045",
```

```
                "PJSIP/1001-00000046"
            ]
        }

    ]
}
```

Query Conference Password

Query the participants password or moderator password of a specific scheduled conference.

Request URL

```
GET {base_url}/{api_path}/conference/viewpassword?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The ID of a scheduled conference. **Note:** You can query conference ID using Search Specific Scheduled Conferences.
type	Yes	String	Password type. **Valid value**: • `partic_password`: Participant password. • `moderator_password`: Moderator password.

Response parameters

Table 234.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 234. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
password	String	The queried password.

Examples

Request example

```
GET /
openapi/v1.0/conference/viewpassword?id=1&access_token=eoyIdaFRYbXUQ0KuP2BG
H9ICYbxDgCYf&type=moderator_password HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "password": "75437"
}
```

Query Ongoing Conferences

Query the settings for a specific ongoing conference, multiple ongoing conferences, or all ongoing conferences, including both scheduled and instant conferences.

Request URL

```
GET {base_url}/{api_path}/
conference/query_ongoing_conference?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	The number of ongoing conference. **Valid value**: • To query a specific conference, pass the conference number. E.g. `"number":"6500"`. • To query multiple conferences, pass the conference numbers, and use commas to separate multiple numbers. E.g. `"number":"6500,6501"`. • To query all ongoing conferences, pass the value `all`. E.g. `"number":"all"`.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Conference_Info>	The detailed information of the conference.

Conference_Info

Parameter	Type	Description
call_id	String	The unique ID of the conference call.
conference_number	String	Conference number.
conference_name	String	Conference name.

Parameter	Type	Description
members	Array <Members>	The information of the conference members.

Members

Parameter	Type	Description
from	String	The number of the conference member.
trunk_name	String	The name of the trunk used during the conference call.
channel_id	String	The channel ID of the conference member.
member_type	String	The type of the conference member. • `ext`: Extension user. • `trunk`: External number that is dial out via a trunk.
member_status	String	The status of the conference member. • `ANSWERED`: The member dials the conference number, and joins the conference. • `HOLD`: The member is in the conference, waiting for the moderator.

Examples

Request parameter

```
GET /
openapi/v1.0/conference/query_ongoing_conference?number=6901&access_token=4
9yAxrxmdPbf6kzTHmYqy7xS5NcVH09A HTTP/1.1
Host: 192.168.5.150:8088
```

Response parameter

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "call_id": "1748247575.86",
            "conference_number": "6901",
            "conference_name": "instant conference",
            "members": [
```

```
                {
                    "from": "1003",
                    "trunk_name": "<no name>",
                    "channel_id": "PJSIP/1003-00000021",
                    "member_type": "ext",
                    "member_status": "ANSWERED"
                },
                {
                    "from": "1007",
                    "trunk_name": "<no name>",
                    "channel_id": "PJSIP/1007-00000023",
                    "member_type": "ext",
                    "member_status": "ANSWERED"
                },
                {
                    "from": "1001",
                    "trunk_name": "<no name>",
                    "channel_id": "PJSIP/1001-00000020",
                    "member_type": "ext",
                    "member_status": "ANSWERED"
                }
            ]
        }
    ]
}
```

Add a Scheduled Conference

Add a scheduled conference.

Request URL

```
POST {base_url}/{api_path}/conference/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	Conference number. **Note:**

Parameter	Required	Type	Description
			Only numeric characters are supported, and the length of the number should be less than 7.
name	Yes	String	Conference name. **Note:** The length of the name should be less than 127.
partic_password	No	String	Specify the password required for participants to join the conference. **Note:** The length of the password should be less than 15.
moderator_password	No	String	Specify the password required for users to join the conference as moderators. **Note:** The length of the password should be less than 15.
sound_prompt	No	String	Specify the prompt to announce to the participants when someone joins or exits from the conference call. **Valid value**: • `default`: Prompt a tone when participant joins or exits from conference. • `ext_number`: Prompt the extension number of the participant when the participant joins or exits from conference.
enb_custom_language	No	Integer	Whether to enable custom prompt language for the conference call. **Valid value**: • `0`: Disable. • `1`: Enable.
prompt_language	No	String	Specify the custom prompt language. **Valid value**: The prompt language existed in PBX System Prompt.

Parameter	Required	Type	Description
			Note: You can query the available system prompt languages using Get Menu Options (`"menu":"system_prompt"`).
enb_wait_moderator	No	Integer	Whether participants should wait for the moderator to start the conference. **Valid value**: • `0`: Disable. • `1`: Enable. The conference will start only when a moderator joins the conference.
allow_partic_invite	No	Integer	Whether to allow the extension participants to invite users to join the conference. **Valid value**: • `0`: Disable. • `1`: Enable. Extension participants can press `#` to invite others to join the conference.
moderator_list	No	Array <String>	The ID list of the conference moderators. **Note:** • You can assign either extensions or extension groups as moderators. Use Get Menu Options to query the specific IDs. • Use commas to separate multiple IDs. E.g. `["149","131"]`.

Response parameters

Table 235.

Parameter	Type	Description
id	Integer	The unique ID of the conference.
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 235. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/create?access_token=InOCBejKj6m3hrSmWU7XWdCq1npfeyo
s HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "number": "6507",
    "name": "Regional Sales Strategy Session",
    "partic_password": "1234",
    "moderator_password": "2234",
    "sound_prompt": "default",
    "prompt_language": "sound-en",
    "enb_wait_moderator": 1,
    "enb_custom_language": 1,
    "allow_partic_invite": 1,
    "moderator_list": ["149","131"]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "id": 6,
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Add an Instant Conference

Add and configure an instant conference, and invite members to join the conference in real time.

Request URL

```
POST {base_url}/{api_path}/
conference/start_interim_conference?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	The number of an instant conference. **Note:** • The number MUST be outside the extension number range defined in **PBX Settings > Preferences > Extension Preferences**. • The number must be idle and not be used by other scheduled conferences, instant conferences, or system features.
name	Yes	String	Name of the instant conference.
members	Yes	Array<String>	Members of the instant conference. **Note:** • Support both extension numbers and external numbers。 • Use commas to separate multiple numbers.
moderators	Yes	Array<String>	Moderator of an instant conference. **Note:**

Parameter	Required	Type	Description
			• Only extension users can be the conference moderators. • Use commas to separate multiple numbers.
dialpermission	Yes	String	Specify the extension whose call permission is used to place calls inviting members to join the conference. **Note:** If `members` includes external numbers, `dialpermission` must be the extension which has outbound call permission.

Response parameters

Table 236.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/start_interim_conference?access_token=D2v9gItHA3MRx
9akQiTot9zJei5CyRfr HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

```
{
    "number": "6901",
    "name": "Instant conference",
    "members": ["1001","1003","1007","5503309" ],
    "moderators": ["1001" ],
    "dialpermission": "1001"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Invite Conference Members

Invite internal or external users to join a conference.

Request URL

```
POST {base_url}/{api_path}/
conference/invite_member?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
invitemembers	Yes	Array <String>	The numbers of the members to be invited. **Note:** Use commas to separate multiple numbers. E.g. `"invitemembers":["995000","1003"]`.
dialpermission	Yes	String	Specify the extension whose call permission is used to place calls inviting members to join the conference. **Note:** If invited members includes external numbers, `dialpermission` must be the extension which has outbound call permission.

Parameter	Required	Type	Description
number	Yes	String	Conference number.

Response parameters

Table 237.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/invite_member?access_token=InOCBejKj6m3hrSmWU7XWdCq
1npfeyos HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "dialpermission": "1001",
    "invitemembers":["995000"],
    "number": "6901"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
```

```
}
```

Kick Conference Members

Kick a member, multiple members, or all members out of a conference.

Request URL

```
POST {base_url}/{api_path}/conference/kick_member?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
member_channel_id	Yes	String	The channel ID(s) of the member(s). **Valid value**: • To kick a member, pass the channel ID of the member. • To kick multiple members, pass the channel IDs of the members, and use commas to separate multiple IDs. • To kick all members, pass the value `all`. **Note:** You can query the member's channel ID using Query Ongoing Conferences.
number	Yes	String	Conference number.

Response parameters

Table 238.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 238. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/kick_member?access_token=InOCBejKj6m3hrSmWU7XWdCq1n
pfeyos HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "member_channel_id": "PJSIP/1007-00000023",
    "number": "6901"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Mute Conference Members

Mute a member, multiple members, or all members in a conference.

Request URL

```
POST {base_url}/{api_path}/conference/mute_member?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
member_channel_id	Yes	String	The channel ID(s) of the member(s) to mute. **Valid value**: • To mute a member, pass the channel ID of the member. • To mute multiple members, pass the channel IDs of the members, and use commas to separate multiple IDs. • To mute all members, pass the value `all`. **Note:** You can query the member's channel ID using Query Ongoing Conferences.
number	Yes	String	Conference number.

Response parameters

Table 239.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/mute_member?access_token=InOCBejKj6m3hrSmWU7XWdCq1n
pfeyos HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "member_channel_id": "all",
    "number": "6901"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Unmute Conference Members

Unmute a member, multiple members, or all members in a conference.

Request URL

```
POST {base_url}/{api_path}/
conference/unmute_member?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
member_channel_id	Yes	String	The channel ID(s) of the member(s) to unmute. **Valid value**: • To unmute a member, pass the channel ID of the member. • To unmute multiple members, pass the channel IDs of the members, and use commas to separate multiple IDs. • To unmute all members, pass the value `all`. **Note:**

Parameter	Required	Type	Description
			You can query the member's channel ID using Query Ongoing Conferences.
number	Yes	String	Conference number.

Response parameters

Table 240.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/unmute_member?access_token=InOCBejKj6m3hrSmWU7XWdCq
1npfeyos HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "member_channel_id": "all",
    "number": "6901"
}
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Edit a Scheduled Conference

Edit the setting of a scheduled conference.

Request URL

```
POST {base_url}/{api_path}/conference/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the conference. **Note:** You can query the conference ID using Search Specific Scheduled Conferences.
name	No	String	Conference name. **Note:** The length of the name should be less than 127.
partic_password	No	String	Specify the password required for participants to join the conference. **Note:** The length of the password should be less than 15.
moderator_password	No	String	Specify the password required for users to join the conference as moderators. **Note:** The length of the password should be less than 15.
sound_prompt	No	String	Specify the prompt to announce to the participants when someone joins or exits from the conference call. **Valid value**:

Parameter	Required	Type	Description
			• `default`: Prompt a tone when participant joins or exits from conference. • `ext_number`: Prompt the extension number of the participant when the participant joins or exits from conference.
enb_custom_language	No	Integer	Whether to enable custom prompt language for the conference call. **Valid value**: • `0`: Disable. • `1`: Enable.
prompt_language	No	String	Specify the custom prompt language. **Valid value**: The prompt language existed in PBX System Prompt. **Note:** You can query the available system prompt languages using Get Menu Options (`"menu":"system_prompt"`).
enb_wait_moderator	No	Integer	Whether participants should wait for the moderator to start the conference. **Valid value**: • `0`: Disable. • `1`: Enable. The conference will start only when a moderator joins the conference.
allow_partic_invite	No	Integer	Whether to allow the extension participants to invite users to join the conference. **Valid value**: • `0`: Disable. • `1`: Enable. Extension participants can press `#` to invite others to join the conference.
moderator_list	No	Array <String>	The ID list of the conference moderators. **Note:** • You can assign either extensions or extension groups as moderators. Use Get Menu Options to query the specific IDs.

Parameter	Required	Type	Description
			• Use commas to separate multiple IDs. E.g. `["149","131"]`.

Response parameters

Table 241.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/conference/update?access_token=InOCBejKj6m3hrSmWU7XWdCq1npfeyo
s HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "id": 6,
    "name": "Regional Sales Strategy Session 2"
}
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Scheduled Conference

Delete a specific scheduled conference.

Request URL

```
GET {base_url}/{api_path}/conference/delete?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the conference. **Note:** You can query the conference ID using Search Specific Scheduled Conferences.

Response parameters

Table 242.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/conference/delete?id=5&access_token=RVyanRq5JZaOhMbqZRnhnJY1Gi
9lDHaf HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Paging

Query Paging List

Query basic information of paging groups.

Request URL

```
GET {base_url}/{api_path}/paging/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `name`: Paging group name. • `number`: Paging group number.
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order.

Parameter	Required	Type	Description
			• `desc`: Descending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of paging groups.
data	Array<Paging_Basicinfo>	The basic information of paging group.

Paging_Basicinfo

Parameter	Type	Description
id	Integer	Paging group ID.
number	String	Paging group number.
name	String	Paging group name.
type	String	Paging group type. • `1_way_paging` • `1_way_multicast_paging` • `2_way_intercom`
member_list	Array<Member_List>	Members for One-way Paging group or Two-way Intercom group.
broadcast	Array<Broadcast>	Broadcasters who initiate the paging.

Member_List

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Broadcast

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Examples

Request example

```
GET /
openapi/v1.0/paging/list?page=1&page_size=3&access_token=mNFzdIZWSAeeNfU2s3
NIzTmtUdCDQOM8 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "data": [
        {
            "id": 1,
            "number": "6600",
            "name": "6600",
            "type": "1_way_paging",
```

```
            "member_list": [
                {
                    "type": "extension",
                    "name": "Leo Ball",
                    "number": "1001",
                    "id": "83"
                },
                {
                    "type": "extension",
                    "name": "Phillip Huff",
                    "number": "1002",
                    "id": "84"
                },
                {
                    "type": "extension",
                    "name": "Terrell Smith",
                    "number": "1003",
                    "id": "82"
                }
            ],
            "broadcast": [
                {
                    "type": "extension",
                    "name": "Troy Daniel",
                    "number": "1000",
                    "id": "80"
                }
            ]
        },
        {
            "id": 2,
            "number": "6601",
            "name": "6601",
            "type": "2_way_intercom",
            "member_list": [
                {
                    "type": "extension",
                    "name": "Terrell Smith",
                    "number": "1003",
                    "id": "82"
                },
                {
                    "type": "extension",
                    "name": "Carmen Gordon",
                    "number": "1005",
```

```
                    "id": "87"
                },
                {
                    "type": "extension",
                    "name": "Kevin Connor",
                    "number": "1006",
                    "id": "78"
                }
            ],
            "broadcast": [
                {
                    "type": "extension",
                    "name": "Troy Daniel",
                    "number": "1000",
                    "id": "80"
                }
            ]
        },
        {
            "id": 3,
            "number": "6602",
            "name": "6602",
            "type": "1_way_multicast_paging",
            "broadcast": [
                {
                    "type": "extension",
                    "name": "Troy Daniel",
                    "number": "1000",
                    "id": "80"
                }
            ]
        }
    ]
}
```


Search Specific Paging Groups

Search specific paging groups from the list.

Request URL

```
GET {base_url}/{api_path}/paging/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `name`: Paging group name. • `number`: Paging group number.
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of paging groups matching the search criteria.
data	Array<Paging_Basicinfo>	The basic information of the paging group.

Paging_Basicinfo

Parameter	Type	Description
id	Integer	Paging group ID.
number	String	Paging group number.
name	String	Paging group name.
type	String	Paging group type. • `1_way_paging` • `1_way_multicast_paging` • `2_way_intercom`
member_list	Array<Member_List>	Members for One-way Paging group or Two-way Intercom group.
broadcast	Array<Broadcast>	Broadcasters who initiate the paging.

Member_List

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Broadcast

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Examples

Request example

Search for paging group 6600 from the list.

```
GET /
openapi/v1.0/paging/search?page=1&page_size=3&search_value=6600&access_toke
n=mNFzdIZWSAeeNfU2s3NIzTmtUdCDQOM8 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 1,
            "number": "6600",
            "name": "6600",
            "type": "1_way_paging",
            "member_list": [
                {
                    "type": "extension",
                    "name": "Leo Ball",
                    "number": "1001",
                    "id": "83"
                },
                {
                    "type": "extension",
                    "name": "Phillip Huff",
                    "number": "1002",
                    "id": "84"
                },
                {
                    "type": "extension",
                    "name": "Terrell Smith",
                    "number": "1003",
                    "id": "82"
                }
            ],
            "broadcast": [
                {
                    "type": "extension",
                    "name": "Troy Daniel",
                    "number": "1000",
                    "id": "80"
```

```
                }
            ]
        }
    ]
}
```

Query Information of a Paging Group

Query the detailed information of a paging group.

Request URL

```
GET {base_url}/{api_path}/paging/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a paging group. **Note:** You can query paging group's ID using Search Specific Paging Groups interface.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Paging_Basicinfo>	The detailed information of a paging group.

Paging_Basicinfo

Parameter	Type	Description
id	Integer	Paging group ID.
number	String	Paging group number.
name	String	Paging group name.
broadcast_client	String	Clients to receive broadcast. • `exten`: Extension Endpoint • `linkus`: Linkus Mobile Client • `pc`: Linkus Desktop Client • `web`: Linkus Web Client • `pad`: Linkus Pad Client (SDK)
dial_star_to_answer	Integer	Whether members can dial `*` to talk to the broadcaster privately. • `0`: Disabled • `1`: Enabled
play_prompt_to_broadcaster	Integer	Whether prompt will be played to broadcaster. • `0`: Disabled • `1`: Enabled
type	String	Paging group type. • `1_way_paging` • `1_way_multicast_paging` • `2_way_intercom`
member_list	Array<Member_List>	Members for One-way Paging group or Two-way Intercom group.
broadcast	Array<Broadcast>	Broadcasters who initiate the paging.
dial_hash_to_stop_prompt	Integer	Whether broadcaster can dial `#` during playback to stop playing prompt. • `0`: Disabled • `1`: Enabled
prompt_play_times	Integer	How many times the prompt will be played and repeated.

Member_List

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Broadcast

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Examples

Request example

Query the detailed information of paging group (ID: 1).

```
GET /
openapi/v1.0/paging/get?id=1&access_token=KfbovLt41cZsbVEadruLxxcRm1c62R6E
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 1,
        "number": "6600",
        "name": "6600",
        "broadcast_client": "exten&linkus&pc&web&pad",
        "dial_star_to_answer": 0,
```

```
        "play_prompt_to_broadcaster": 1,
        "type": "1_way_paging",
        "member_list": [
            {
                "type": "extension",
                "name": "Leo Ball",
                "number": "1001",
                "id": "83"
            },
            {
                "type": "extension",
                "name": "Phillip Huff",
                "number": "1002",
                "id": "84"
            },
            {
                "type": "extension",
                "name": "Terrell Smith",
                "number": "1003",
                "id": "82"
            }
        ],
        "broadcast": [
            {
                "type": "extension",
                "name": "Troy Daniel",
                "number": "1000",
                "id": "80"
            }
        ],
        "dial_hash_to_stop_prompt": 1,
        "prompt_play_times": 1
    }
}
```


Query Information of Multiple Paging Groups

Query the detailed information of multiple paging groups at the same time.

Request URL

```
GET {base_url}/{api_path}/paging/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of paging group(s). **Note:** • You can query paging group's ID using Search Specific Paging Groups. • Use a comma to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Paging_Basicinfo>	The detailed information of paging group.

Paging_Basicinfo

Parameter	Type	Description
id	Integer	Paging group ID.
number	String	Paging group number.
name	String	Paging group name.
broadcast_client	String	Clients to receive broadcast.

Parameter	Type	Description
		• `exten`: Extension Endpoint • `linkus`: Linkus Mobile Client • `pc`: Linkus Desktop Client • `web`: Linkus Web Client • `pad`: Linkus Pad Client (SDK)
dial_star_to_answer	Integer	Whether members can dial `*` to talk to the broadcaster privately. • `0`: Disabled • `1`: Enabled
play_prompt_to_broadcaster	Integer	Whether prompt will be played to broadcaster. • `0`: Disabled • `1`: Enabled
type	String	Paging group type. • `1_way_paging` • `1_way_multicast_paging` • `2_way_intercom`
member_list	Array<Member_List>	Members for One-way Paging group or Two-way Intercom group.
broadcast	Array<Broadcast>	Broadcasters who initiate the paging.
dial_hash_to_stop_prompt	Integer	Whether broadcaster can dial `#` during playback to stop playing prompt. • `0`: Disabled • `1`: Enabled
prompt_play_times	Integer	How many times the prompt will be played and repeated.

Member_List

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.

Parameter	Type	Description
id	Integer	ID of extension or extension group.

Broadcast

Parameter	Type	Description
type	String	Member type. • `extension` • `ext_group`
name	String	Name of extension or extension group.
number	String	Extension number.
id	Integer	ID of extension or extension group.

Examples

Request example

Query the detailed information of paging groups (ID: 1 & 2).

```
GET /
openapi/v1.0/paging/query?ids=1,2&access_token=BprupH1V8Jtp1U7rdI9M29bY7H8l
0TIx HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 1,
            "number": "6600",
            "name": "6600",
            "broadcast_client": "exten&linkus&pc&web&pad",
            "dial_star_to_answer": 0,
            "play_prompt_to_broadcaster": 1,
            "type": "1_way_paging",
            "member_list": [
                {
                    "type": "extension",
                    "name": "Leo Ball",
```

```
                    "number": "1001",
                    "id": "83"
                },
                {
                    "type": "extension",
                    "name": "Phillip Huff",
                    "number": "1002",
                    "id": "84"
                },
                {
                    "type": "extension",
                    "name": "Terrell Smith",
                    "number": "1003",
                    "id": "82"
                }
            ],
            "broadcast": [
                {
                    "type": "extension",
                    "name": "Troy Daniel",
                    "number": "1000",
                    "id": "80"
                }
            ],
            "dial_hash_to_stop_prompt": 1,
            "prompt_play_times": 1
        },
        {
            "id": 2,
            "number": "6601",
            "name": "6601",
            "broadcast_client": "exten&linkus&pc&web",
            "dial_star_to_answer": 0,
            "play_prompt_to_broadcaster": 1,
            "type": "2_way_intercom",
            "member_list": [
                {
                    "type": "extension",
                    "name": "Terrell Smith",
                    "number": "1003",
                    "id": "82"
                },
                {
                    "type": "extension",
                    "name": "Carmen Gordon",
```

```
                    "number": "1005",
                    "id": "87"
                },
                {
                    "type": "extension",
                    "name": "Kevin Connor",
                    "number": "1006",
                    "id": "78"
                }
            ],
            "broadcast": [
                {
                    "type": "extension",
                    "name": "Troy Daniel",
                    "number": "1000",
                    "id": "80"
                }
            ],
            "dial_hash_to_stop_prompt": 1,
            "prompt_play_times": 1
        }
    ]
}
```

Add a Paging Group

Add and configure a paging group.

Request URL

```
POST {base_url}/{api_path}/paging/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	Paging group number.
name	Yes	String	Paging group name.
type	Yes	String	Paging group type. **Valid value**: • `1_way_paging` • `1_way_multicast_paging`

Parameter	Required	Type	Description
			• `2_way_intercom`
prompt	No	String	The prompt to be played before making an announcement. **Note:** You can query available custom prompts using the Get Menu Options interface.
prompt_play_times	Yes	Integer	How many times the prompt will be played and repeated. **Valid value**: 0-100, where 0 indicates playing the prompt in a loop.
broadcast	No	Array<Broadcast>	Broadcasters who initiate the paging.
broadcast_client	Yes	String	Clients to receive broadcast. **Valid value**: • `exten`: Extension Endpoint • `linkus`: Linkus Mobile Client • `pc`: Linkus Desktop Client • `web`: Linkus Web Client • `pad`: Linkus Pad Client (SDK) **Note:** Use `&` to separate multiple clients.
dial_star_to_answer	No	Integer	Whether members can dial `*` to talk to the broadcaster privately. **Valid value**: • `0`: Disabled • `1`: Enabled
dial_hash_to_stop_prompt	No	Integer	Whether broadcaster can dial `#` during playback to stop playing prompt. **Valid value**: • `0`: Disabled • `1`: Enabled
play_prompt_to_broadcaster	No	Integer	Whether to play prompt to broadcaster. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disabled • `1`: Enabled
member_list	No	Array<Member_List>	Members for One-way Paging group or Two-way Intercom group. **Note:** This parameter is required for One-way Paging group or Two-way Intercom group.
multicast_ip_list	No	Array<Multicast_IP_List>	Multicast IPs for One-way Multicast Paging group. **Note:** These parameters are required for One-way Multicast Paging group.

Broadcast

Parameter	Required	Type	Description
id	No	Array	The unique ID(s) of extension or extension group. **Note:** You can query extension ID or extension group ID using the Get Menu Options interface.

Member_List

Parameter	Required	Type	Description
id	Yes	Array	The unique ID(s) of extension or extension group. **Note:** You can query extension ID or extension group ID using the Get Menu Options interface.

Multicast_IP_List

Parameter	Required	Type	Description
multicast_ip	Yes	String	Multicast IP address.
multicast_port	Yes	Integer	Multicast port.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the paging group.

Examples

Request example

```
POST /
openapi/v1.0/paging/create?access_token=iTtFoTQObinMGCpXzbtD8gnDaR2r8UJP
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "number": "6605",
    "name": "6605",
    "type": "1_way_paging",
    "prompt":"welcome.wav",
    "prompt_play_times": 1,
    "broadcast":["80"],
    "broadcast_client": "exten&linkus",
    "dial_star_to_answer": 0,
    "dial_hash_to_stop_prompt":1,
```

```
    "play_prompt_to_broadcaster": 1,
    "member_list":["83","84"]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 233
}
```

Edit a Paging Group

Edit a paging group.

Request URL

```
POST {base_url}/{api_path}/paging/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a paging group. **Note:** You can query paging group's ID using Search Specific Paging Groups interface.
name	No	String	Paging group name.
type	No	String	Paging group type. **Valid value**: • `1_way_paging` • `1_way_multicast_paging` • `2_way_intercom`
prompt	No	String	The prompt to be played before making an announcement.

Parameter	Required	Type	Description
			Note: You can query available custom prompts using the Get Menu Options interface.
prompt_play_times	No	Integer	How many times the prompt will be played and repeated. **Valid value**: 0-100, where 0 indicates playing the prompt in a loop.
broadcast	No	Array<Broadcast>	Broadcasters who initiate the paging.
broadcast_client	No	String	Clients to receive broadcast. **Valid value**: • `exten`: Extension Endpoint • `linkus`: Linkus Mobile Client • `pc`: Linkus Desktop Client • `web`: Linkus Web Client • `pad`: Linkus Pad Client (SDK) **Note:** Use `&` to separate multiple clients.
dial_star_to_answer	No	Integer	Whether members can dial `*` to talk to the broadcaster privately. **Valid value**: • `0`: Disabled • `1`: Enabled
dial_hash_to_stop_prompt	No	Integer	Whether broadcaster can dial `#` during playback to stop playing prompt. **Valid value**: • `0`: Disabled • `1`: Enabled
play_prompt_to_broadcaster	No	Integer	Whether to play prompt to broadcaster. **Valid value**: • `0`: Disabled • `1`: Enabled

Parameter	Required	Type	Description
member_list	No	Array<Member_List>	Members for One-way Paging group or Two-way Intercom group. **Note:** This parameter is required for One-way Paging group or Two-way Intercom group.
multicast_ip_list	No	Array<Multicast_IP_List>	Multicast IPs for One-way Multicast Paging group. **Note:** These parameters are required for One-way Multicast Paging group.

Broadcast

Parameter	Required	Type	Description
id	No	Array	The unique ID(s) of extension or extension group. **Note:** You can query extension ID or extension group ID using the Get Menu Options interface.

Member_List

Parameter	Required	Type	Description
id	Yes	Array	The unique ID(s) of extension or extension group. **Note:** You can query extension ID or extension group ID using the Get Menu Options interface.

Multicast_IP_List

Parameter	Required	Type	Description
multicast_ip	Yes	String	Multicast IP address.
multicast_port	Yes	Integer	Multicast port.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change the multicast IP of One-way Multicast Paging group 6602 (ID:"3").

```
POST /
openapi/v1.0/paging/update?access_token=oOrGmCPwybfZf1vqoUHjmBj5fsOK22JM
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id": 3,
     "multicast_ip_list":[
    {
      "multicast_ip": "222.10.0.75",
      "multicast_port": 10002
    }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Paging Group

Delete a paging group.

Request URL

```
GET {base_url}/{api_path}/paging/delete?id={id}&access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the paging group. **Note:** You can query the paging group's ID using Search Specific Paging Groups interface.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Parameter	Type	Description
		• `FAILURE`: Failed.

Examples

Request example

Delete a paging group (id:1).

```
GET /
openapi/v1.0/paging/delete?id=1&access_token=J56lhzhhEMQC2ZcXSFn3QOaDQ73r7k
7o HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Recording

Get Recording Setting

Query the recording settings, including recording prompts and recording targets.

Request URL

```
GET {base_url}/{api_path}/autorecord/get?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to get recording setting.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
auto_record	Object<Recording_Setting>	The recording settings.

Recording_Setting

Parameter	Type	Description
enb_internal	Integer	Whether recording is enabled for internal calls. • `0`: Disabled • `1`: Enabled
internal_prompt	String	The prompt that will be played when internal calls are being recorded.
outbound_prompt	String	The prompt that will be played when outbound calls are being recorded.
inbound_prompt	String	The prompt that will be played when inbound calls are being recorded.
enb_channel_separate	Integer	Whether the system records the caller and callee on separate channels, generating a stereo recording with left and right channels. • `0`: Disabled • `1`: Enabled
record_file_format	String	The file format of the recording when stereo recording is enabled. • `wav` • `mp3`
enb_paging	Integer	Whether recording is enabled for paging/intercom calls. • `0`: Disabled • `1`: Enabled

Parameter	Type	Description
record_trunk_list	Array<Trunk_List>	The trunks specified for recording.
record_ext_list	Array<Extension_List>	The extensions specified for recording.
record_conference_list	Array<Conference_List>	The conferences specified for recording.
record_queue_list	Array<Queue_List>	The queues specified for recording.
record_ivr_list	Array<IVR_List>	The IVRs specified for recording.

Trunk_List

Parameter	Type	Description
id	Integer	The unique ID of a trunk.
text	String	Trunk name.
type	String	Trunk type.
enb_config	Integer	Whether a beep tone will be played at regular intervals during a call to indicate that the call is being recorded. • `0`: Disabled • `1`: Enabled
number_value	Integer	The time interval (in seconds) at which the beep tone is played.

Extension_List

Parameter	Type	Description
id	Integer	The unique ID of extension, extension group, or organization.
type	String	The type of recording target. • `extension` • `ext_group` • `organization`
text	String	Extension name, extension group name, or organization name.

Parameter	Type	Description
text2	String	Extension number, extension group name, or organization name.

Conference_List

Parameter	Type	Description
id	Integer	The unique ID of conference.
text	String	Conference name.

Queue_List

Parameter	Type	Description
id	Integer	The unique ID of queue.
text	String	Queue name.

IVR_List

Parameter	Type	Description
id	Integer	The unique ID of IVR.
text	String	IVR name.

Examples

Request example

```
GET /
openapi/v1.0/autorecord/get?access_token=HaRtYPeUXp2otAUzEqUQ4KvISuDOCYBl
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "auto_record": {
        "enb_internal": 1,
        "internal_prompt": "internal_record.wav",
        "outbound_prompt": "outbound_record.wav",
        "inbound_prompt": "inbound_record.wav",
```

```
        "enb_channel_separate": 1,
        "record_file_format": "mp3",
        "record_trunk_list": [
            {
                "id": 1,
                "text": "39",
                "type": "peer",
                "enb_config": 0,
                "number_value": 15
            }
        ],
        "record_ext_list": [
            {
                "id": 18,
                "text": "Ashley Gardner",
                "text2": "2007",
                "type": "extension"
            },
            {
                "id": 17,
                "text": "Carmen Gordon",
                "text2": "2009",
                "type": "extension"
            },
            {
                "id": 7,
                "text": "Leo Ball",
                "text2": "5000",
                "type": "extension"
            }
        ],
        "record_conference_list": [
            {
                "id": 1,
                "text": "6500"
            }
        ],
        "record_queue_list": [
            {
                "id": 1,
                "text": "Customer Support"
            }
        ],
        "record_ivr_list": [
            {
```

```
                "id": 1,
                "text": "6200"
            }
        ],
        "enb_paging": 1
    }
}
```

Edit Recording Setting

Edit the recording settings, including recording prompts and recording targets.

Request URL

```
POST {base_url}/{api_path}/autorecord/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
enb_internal	No	Integer	Whether to record internal calls. **Valid value**: • `0`: Disabled • `1`: Enabled
internal_prompt	No	String	The prompt that will be played when internal calls are being recorded. **Note:** You can query the available custom prompts using Get Menu Options (`"menu":"custom_prompt"`).
outbound_prompt	No	String	The prompt that will be played when outbound calls are being recorded. **Note:** You can query the available custom prompts using Get Menu Options (`"menu":"custom_prompt"`).
inbound_prompt	No	String	The prompt that will be played when inbound calls are being recorded.

Parameter	Required	Type	Description
			Note: You can query the available custom prompts using Get Menu Options (`"menu":"custom_prompt"`).
enb_channel_separate	No	Integer	Whether to record the caller and callee on separate channels, generating a stereo recording with left and right channels. **Valid value**: • `0`: Disabled • `1`: Enabled
record_file_format	No	String	The file format of the recording when stereo recording is enabled. **Valid value**: • `wav` • `mp3`
enb_paging	No	Integer	Whether to record paging/intercom calls. **Valid value**: • `0`: Disabled • `1`: Enabled
record_trunk_list	No	Array<Trunk_List>	Specify the trunks to be recorded.
record_ext_list	No	Array<Extension_List>	Specify the extensions to be recorded.
record_conference_list	No	Array<Conference_List>	Specify the conferences to be recorded.
record_queue_list	No	Array<Queue_List>	Specify the queues to be recorded.
record_ivr_list	No	Array<IVR_List>	Specify the IVRs to be recorded.

Trunk_List

Note:

You can query trunk information using Get Menu Options (`"menu":"trunk"`).

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk.
type	No	String	Trunk type.
text	No	String	Trunk name.
enb_config	No	Integer	Whether to play a beep tone at regular intervals during a call to indicate that the call is being recorded. **Valid value**: • `0`: Disabled • `1`: Enabled
number_value	No	Integer	The time interval (in seconds) at which the beep tone will be played.

Extension_List

Note:
You can query extension information using Get Menu Options (`"menu":"extension"`).

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of extension, extension group, or organization.
type	Yes	String	The type of recording target. **Valid value**: • `extension` • `ext_group` • `organization`
text	No	String	Extension name, extension group name, or organization name.
text2	No	String	Extension number, extension group name, or organization name.

Conference_List

> **Note:**
> You can query conference information using Get Menu Options (`"menu":"conference"`).

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of conference.
text	No	String	Conference name.

Queue_List

> **Note:**
> You can query queue information using Get Menu Options (`"menu":"queue"`).

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of queue.
text	No	String	Queue name.

IVR_List

> **Note:**
> You can query IVR information using Get Menu Options (`"menu":"ivr"`).

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of IVR.
text	No	String	IVR name.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/autorecord/update?access_token=iioRRjGzPoYGGJLjh7zkYfYxj3Xe4oq
W HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "enb_internal": 1,
    "internal_prompt": "internal_record.wav",
    "inbound_prompt": "inbound_record.wav",
    "outbound_prompt": "outbound_record.wav",
    "enb_channel_separate": 1,
    "record_file_format": "mp3",
    "enb_paging": 1,
    "record_trunk_list": [
        {
            "id": 5
        }
    ],
    "record_ext_list": [
        {
            "id": 18,
            "type": "extension"
        }
    ],
    "record_conference_list": [
        {
            "id": 1
         }
    ],
    "record_ivr_list": [
```

```
        {
            "id": 5
        }
    ],
    "record_queue_list": [
        {
            "id": 9
        }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

PIN List

Query PIN List

Query the PIN list.

Request URL

```
GET {base_url}/{api_path}/pin_list/list?access_token={access_token}
```

Request parameters

Table 243.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.

Response parameters

Table 244.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of PIN list.
data	Array <PINList_Info>	The information of each PIN list.

PINList_Info

Table 245.

Parameter	Type	Description
id	Integer	The unique ID of the PIN list.
name	String	The name of the PIN list.
pin_list	String	The PIN codes.
enb_record_cdr	Integer	Whether to record the PIN code in CDR when the PIN code has been used. • `0`: No • `1`: Yes

Examples

Request example

```
GET /
openapi/v1.0/pin_list/list?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "data": [
        {
            "id": 13,
            "name": "local_calls",
            "pin_list": "2283,3301",
            "enb_record_cdr": 0
        },
        {
            "id": 14,
            "name": "lnternational_calls",
            "pin_list": "4865,7203,5501",
            "enb_record_cdr": 1
        }
    ]
}
```

Search Specific PIN Lists

Search specific PIN lists.

Request URL

```
GET {base_url}/{api_path}/pin_list/search?access_token={access_token}
```

Request parameters

Table 246.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name`

Table 246. (continued)

Parameter	Required	Type	Description
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 247.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of PIN list.
data	Array <PINList_Info>	The information of each PIN list.

PINList_Info

Table 248.

Parameter	Type	Description
id	Integer	The unique ID of the PIN list.
name	String	The name of the PIN list.
pin_list	String	The PIN codes.
enb_record_cdr	Integer	Whether to record the PIN code in CDR when the PIN code has been used.

Table 248. (continued)

Parameter	Type	Description
		• `0`: No • `1`: Yes

Examples

Request example

```
GET /
openapi/v1.0/pin_list/search?search_value=local&access_token=ojPrvnfzPdwc8O
CcRmhG16gEHuZcwFco HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 13,
            "name": "local_calls",
            "pin_list": "2283,3301",
            "enb_record_cdr": 0
        }
    ]
}
```

Query Information of a PIN List

Query the detailed information of a PIN list.

Request URL

```
GET {base_url}/{api_path}/pin_list/get?access_token={access_token}
```

Request parameters

Table 249.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a PIN list. **Note:** You can query PIN list's ID using Search Specific PIN Lists.

Response parameters

Table 250.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <PINList_Info>	The information of the PIN list.

PINList_Info

Table 251.

Parameter	Type	Description
id	Integer	The unique ID of the PIN list.
name	String	The name of the PIN list.
pin_list	String	The PIN codes.
enb_record_cdr	Integer	Whether to record the PIN code in CDR when the PIN code has been used.

Table 251. (continued)

Parameter	Type	Description
		• `0`: No • `1`: Yes

Examples

Request example

```
GET /
openapi/v1.0/pin_list/get?id=13&access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwF
co HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 13,
        "name": "local_calls",
        "pin_list": "2283,3301",
        "enb_record_cdr": 0
    }
}
```

Query Information of Multiple PIN Lists

Query the detailed information of multiple PIN lists at the same time.

Request URL

```
GET {base_url}/{api_path}/pin_list/query?access_token={access_token}
```

Request parameters

Table 252.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of PIN list(s).

Table 252. (continued)

Parameter	Required	Type	Description
			Note: • You can query PIN list's ID using Search Specific PIN Lists. • Use a comma to separate multiple IDs.

Response parameters

Table 253.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <PINList_Info>	The information of each PIN list.

PINList_Info

Table 254.

Parameter	Type	Description
id	Integer	The unique ID of the PIN list.
name	String	The name of the PIN list.
pin_list	String	The PIN codes.
enb_record_cdr	Integer	Whether to record the PIN code in CDR when the PIN code has been used. • `0`: No

Table 254. (continued)

Parameter	Type	Description
		• 1: Yes

Examples

Request example

```
GET /
openapi/v1.0/pin_list/query?id=13,14&access_token=ojPrvnfzPdwc8OCcRmhG16gEH
uZcwFco HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 13,
            "name": "local_calls",
            "pin_list": "2283,3301",
            "enb_record_cdr": 0
        },
        {
            "id": 14,
            "name": "lnternational_calls",
            "pin_list": "4865,7203,5501",
            "enb_record_cdr": 1
        }
    ]
}
```

Add a PIN List

Add and configure a PIN list.

Request URL

```
POST {base_url}/{api_path}/pin_list/create?access_token={access_token}
```

Request parameters

Table 255.

Parameter	Required	Type	Description
name	Yes	String	The name of the PIN list.
pin_list	Yes	String	The PIN codes. **Note:** Use a comma to separate multiple PIN codes.
enb_record_cdr	No	Integer	Whether to record the PIN code in CDR when the PIN code has been used. **Valid value**: • `0`: No • `1`: Yes

Response parameters

Table 256.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the PIN list.

Examples

Request example

```
POST /
openapi/v1.0/pin_list/create?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "name":"local_call",
    "pin_list":"2283,3301",
    "enb_record_cdr":1
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 10
}
```

Edit a PIN List

Edit the configuration of a PIN list.

Request URL

```
POST {base_url}/{api_path}/pin_list/update?access_token={access_token}
```

Request parameters

Table 257.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a PIN list. **Note:** You can query PIN list's ID using Search Specific PIN Lists.
name	No	String	The name of the PIN list.
pin_list	No	String	The PIN codes.

Table 257. (continued)

Parameter	Required	Type	Description
			Note: Use a comma to separate multiple PIN codes.
enb_record_cdr	No	Integer	Whether to record the PIN code in CDR when the PIN code has been used. **Valid value**: • `0`: No • `1`: Yes

Response parameters

Table 258.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/pin_list/update?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id":11,
```

```
    "enb_record_cdr":0
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a PIN List

Delete a PIN list.

Request URL

```
GET {base_url}/{api_path}/pin_list/delete?id={id}&access_token={access_token}
```

Request parameters

Table 259.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a PIN list. **Note:** You can query PIN list's ID using Search Specific PIN Lists.

Response parameters

Table 260.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 260. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/pin_list/delete?id=9&access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZc
wFco HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Blocked/Allowed Numbers

Blocked Numbers

Query Blocked Numbers List

Query the call blocklists.

Request URL

```
GET {base_url}/{api_path}/block_numbers/list?access_token={access_token}
```

Request parameters

Table 261.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Table 262.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of blocklist rules.
data	Array <Blocklist_Info>	The list of the blocked numbers' information.

Blocklist_Info

Table 263.

Parameter	Type	Description
id	Integer	The unique ID of the blocklist rule.
name	String	The name of the blocklist rule.
limit_type	String	The communication type that applies to the blocklist rule.
number_list	String	The numbers that will be blocked by the system.

Examples

Request example

```
GET /
openapi/v1.0/block_numbers/list?access_token=iQbvOlCrG2LgsXxDm5nl8vSEhlkogu
6p HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "data": [
        {
            "id": 3,
            "name": "Fraud Calls",
            "limit_type": "inbound",
            "number_list": "82469079"
        },
        {
            "id": 2,
            "name": "Service Promotion",
            "limit_type": "inbound",
            "number_list": "010059292"
        },
        {
            "id": 1,
            "name": "Ads",
            "limit_type": "inbound",
            "number_list": "28192929"
        }
    ]
```

```
}
```

Search Specific Blocked Numbers Rules

Search specific call blocklist rules.

Request URL

```
GET {base_url}/{api_path}/block_numbers/search?access_token={access_token}
```

Request parameters

Table 264.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 265.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 265. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of blocklist rules.
data	Array <BlockedNumbers_Info>	The list of the blocked numbers' information.

BlockedNumbers_Info

Table 266.

Parameter	Type	Description
id	Integer	The unique ID of the blocklist rule.
name	String	The name of the blocklist rule.
limit_type	String	The communication type that applies to the blocklist rule.
number_list	String	The numbers that will be blocked by the system.

Examples

Request example

```
GET /
openapi/v1.0/block_numbers/search?access_token=iQbvOlCrG2LgsXxDm5nl8vSEhlko
gu6p&search_value=ad HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 1,
```

```
            "name": "Ads",
            "limit_type": "inbound",
            "number_list": "28192929"
        }
    ]
}
```

Query Information of a Blocked Number Rule

Query the detailed information of a call blocklist rule.

Request URL

```
GET {base_url}/{api_path}/block_numbers/get?access_token={access_token}
```

Request parameters

Table 267.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call blocklist rule. **Note:** You can query call blocklist rule's ID using Search Specific Blocked Numbers Rules.

Response parameters

Table 268.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Table 268. (continued)

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <BlockedNumbers_Info>	The detailed information of the blocked numbers' information.

BlockedNumbers_Info

Table 269.

Parameter	Type	Description
id	Integer	The unique ID of the blocklist rule.
name	String	The name of the blocklist rule.
limit_type	String	The communication type that applies to the blocklist rule.
number_list	String	The numbers that will be blocked by the system.

Examples

Request example

```
GET /
openapi/v1.0/block_numbers/get?access_token=OPmgiTyngN4XJrvYAYepnmVJdggXbOj
F&id=3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "block_number_info": {
        "id": 3,
        "name": "Fraud Calls",
        "limit_type": "inbound",
        "number_list": "82469079"
    }
}
```

Query Information of Multiple Blocked Numbers Rules

Query the detailed information of multiple call blocklist rules.

Request URL

```
GET {base_url}/{api_path}/block_numbers/query?access_token={access_token}
```

Request parameters

Table 270.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of call blocklist rule(s). **Note:** • You can query call blocklist rule's ID using Search Specific Blocked Numbers Rules. • Use a comma to separate multiple IDs.

Response parameters

Table 271.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <BlockedNumbers_Info>	The information of each blocked number rule.

BlockedNumbers_Info

Table 272.

Parameter	Type	Description
id	Integer	The unique ID of the blocklist rule.
name	String	The name of the blocklist rule.
limit_type	String	The communication type that applies to the blocklist rule.
number_list	String	The numbers that will be blocked by the system.

Examples

Request example

```
GET /
openapi/v1.0/block_numbers/query?access_token=OPmgiTyngN4XJrvYAYepnmVJdggXb
OjF&ids=2,3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 2,
            "name": "Service Promotion",
            "limit_type": "inbound",
            "number_list": "010059292"
        },
        {
            "id": 3,
            "name": "Fraud Calls",
            "limit_type": "inbound",
            "number_list": "82469079"
        }
    ]
}
```

Add a Blocked Number Rule

Add and configure a call blocklist rule.

Request URL

```
POST {base_url}/{api_path}/block_numbers/create?access_token={access_token}
```

Request parameters

Table 273.

Parameter	Required	Type	Description
name	Yes	String	The name of the call blocklist rule.
limit_type	Yes	String	The communication type that will be applied to the call blocklist rule. **Valid value**: • `inbound`: Block the number(s) from calling into the PBX. • `outbound`: Block PBX extensions from calling the number(s). • `both`: Block the number(s) from calling into the PBX and block the PBX extensions from calling the number(s).
number_list	Yes	String	The numbers that will be blocked by the system. **Note:** Use `&` to separate multiple numbers.

Response parameters

Table 274.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 274. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the call blocklist rule.

Examples

Request example

```
POST /
openapi/v1.0/block_numbers/create?access_token=OPmgiTyngN4XJrvYAYepnmVJdggX
bOjF HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "name":"Product Promotion",
    "limit_type":"inbound",
    "number_list":"1386011111&010879378"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 5
}
```

Edit a Blocked Number Rule

Edit the configuration of a call blocklist rule.

Request URL

```
POST {base_url}/{api_path}/block_numbers/update?access_token={access_token}
```

Request parameters

Table 275.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call blocklist rule. **Note:** You can query call blocklist rule's ID using Search Specific Blocked Numbers Rules.
name	No	String	The name of the call blocklist rule.
limit_type	No	String	The communication type that will be applied to the call blocklist rule. **Valid value**: • `inbound`: Block the number(s) from calling into the PBX. • `outbound`: Block PBX extensions from calling the number(s). • `both`: Block the number(s) from calling into the PBX and block the PBX extensions from calling the number(s).
number_list	No	String	The numbers that will be blocked by the system. **Note:** Use `&` to separate multiple numbers.

Response parameters

Table 276.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.

Table 276. (continued)

Parameter	Type	Description
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/block_numbers/update?access_token=SX7P7AvcZdEJcr275lJcIP5BdWZD
IPIH HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id":5,
    "limit_type":"both"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Blocked Number Rule

Delete a call blocklist rule.

Request URL

```
GET {base_url}/{api_path}/block_numbers/delete?id={id}&access_token={access_tok
en}
```

Request parameters

Table 277.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call blocklist rule. **Note:** You can query call blocklist rule's ID using Search Specific Blocked Numbers Rules.

Response parameters

Table 278.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/block_numbers/delete?access_token=SX7P7AvcZdEJcr275lJcIP5BdWZD
IPIH&id=5 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
```

```
    "errmsg": "SUCCESS"
}
```

Allowed Numbers

Query Allowed Numbers List

Query the call allowlists.

Request URL

```
GET {base_url}/{api_path}/allow_numbers/list?access_token={access_token}
```

Request parameters

Table 279.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Table 280.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 280. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of allowlist rules.
data	Array <Allowlist_Info>	The list of the allowed numbers' information.

Allowlist_Info

Table 281.

Parameter	Type	Description
id	Integer	The unique ID of the allowlist rule.
name	String	The name of the allowlist rule.
limit_type	String	The communication type that applies to the allowlist rule.
number_list	String	The numbers that will be allowed by the system.

Examples

Request example

```
GET /
openapi/v1.0/allow_numbers/list?access_token=DfwoCmAqPuexIOQH1NY7j8l8U391ni
HD HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "data": [
        {
            "id": 2,
```

```
            "name": "Test List",
            "limit_type": "both",
            "number_list": "9011."
        },
        {
            "id": 1,
            "name": "Dependable Calls",
            "limit_type": "both",
            "number_list": "12355"
        }
    ]
}
```

Search Specific Allowed Numbers Rules

Search specific call allowlist rules.

Request URL

```
GET {base_url}/{api_path}/allow_numbers/search?access_token={access_token}
```

Request parameters

Table 282.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
search_value	No	String	Search keyword.

Response parameters

Table 283.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of allowlist rules.
data	Array <AllowedNumbers_Info>	The list of the allowed numbers' information.

AllowedNumbers_Info

Table 284.

Parameter	Type	Description
id	Integer	The unique ID of the allowlist rule.
name	String	The name of the allowlist rule.
limit_type	String	The communication type that applies to the allowlist rule.
number_list	String	The numbers that will be allowed by the system.

Examples

Request example

```
GET /
openapi/v1.0/allow_numbers/search?access_token=DfwoCmAqPuexIOQH1NY7j8l8U391
niHD&search_value=dependable HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 1,
            "name": "Dependable Calls",
            "limit_type": "both",
            "number_list": "12355"
        }
    ]
}
```

Query Information of an Allowed Number Rule

Query the detailed information of a call allowlist rule.

Request URL

```
GET {base_url}/{api_path}/allow_numbers/get?access_token={access_token}
```

Request parameters

Table 285.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call allowlist rule. **Note:** You can query call allowlist rule's ID using Search Specific Allowed Numbers Rules.

Response parameters

Table 286.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed.

Table 286. (continued)

Parameter	Type	Description
		• Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <AllowedNumbers_Info>	The detailed information of the allowed numbers' information.

AllowedNumbers_Info

Table 287.

Parameter	Type	Description
id	Integer	The unique ID of the allowlist rule.
name	String	The name of the allowlist rule.
limit_type	String	The communication type that applies to the allowlist rule.
number_list	String	The numbers that will be allowed by the system.

Examples

Request example

```
GET /
openapi/v1.0/allow_numbers/get?access_token=DfwoCmAqPuexIOQH1NY7j8l8U391niH
D&id=1 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "allow_number_info": {
        "id": 1,
        "name": "Dependable Calls",
```

```
        "limit_type": "both",
        "number_list": "12355"
    }
}
```

Query Information of Multiple Allowed Numbers Rules

Query the detailed information of multiple call allowlists.

Request URL

```
GET {base_url}/{api_path}/allow_numbers/query?access_token={access_token}
```

Request parameters

Table 288.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of call allowlist(s). **Note:** • You can query call allowlist rule's ID using Search Specific Allowed Numbers Rules. • Use a comma to separate multiple IDs.

Response parameters

Table 289.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Table 289. (continued)

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <AllowedNumbers_Info>	The information of each allowed number rule.

AllowedNumbers_Info

Table 290.

Parameter	Type	Description
id	Integer	The unique ID of the allowlist rule.
name	String	The name of the allowlist rule.
limit_type	String	The communication type that applies to the allowlist rule.
number_list	String	The numbers that will be allowed by the system.

Examples

Request example

```
GET /
openapi/v1.0/allow_numbers/query?access_token=OPmgiTyngN4XJrvYAYepnmVJdggXb
OjF&ids=2,3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "id": 2,
            "name": "Service Promotion",
            "limit_type": "inbound",
            "number_list": "010059292"
        },
        {
            "id": 3,
            "name": "Fraud Calls",
```

```
            "limit_type": "inbound",
            "number_list": "82469079"
        }
    ]
}
```

Add an Allowed Number Rule

Add and configure a call allowlist rule.

Request URL

```
POST {base_url}/{api_path}/allow_numbers/create?access_token={access_token}
```

Request parameters

Table 291.

Parameter	Required	Type	Description
name	Yes	String	The name of the call allowlist rule.
limit_type	Yes	String	The communication type that will be applied to the call allowlist rule. **Valid value**: • `inbound`: Allow the number(s) to call into the PBX. • `outbound`: Allow PBX extensions to call the number(s). • `both`: Allow the number(s) to call into the PBX and allow PBX extensions to call the number(s).
number_list	Yes	String	The numbers that will be allowed by the system. **Note:** Use `&` to separate multiple numbers.

Response parameters

Table 292.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed.

Table 292. (continued)

Parameter	Type	Description
		• Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the call allowlist rule.

Examples

Request example

```
POST /
openapi/v1.0/allow_numbers/create?access_token=DfwoCmAqPuexIOQH1NY7j8l8U391
niHD HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "name":"China",
    "limit_type":"both",
    "number_list":"86."
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 3
}
```

Edit an Allowed Number Rule

Edit the configuration of a call allowlist rule.

Request URL

```
POST {base_url}/{api_path}/allow_numbers/update?access_token={access_token}
```

Request parameters

Table 293.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call allowlist rule. **Note:** You can query call allowlist rule's ID using Search Specific Allowed Numbers Rules.
name	No	String	The name of the call allowlist rule.
limit_type	No	String	The communication type that will be applied to the call allowlist rule. **Valid value**: • `inbound`: Allow the number(s) to call into the PBX. • `outbound`: Allow PBX extensions to call the number(s). • `both`: Allow the number(s) to call into the PBX and allow PBX extensions to call the number(s).
number_list	No	String	The numbers that will be allowed by the system. **Note:** Use `&` to separate multiple numbers.

Response parameters

Table 294.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 294. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/allow_numbers/update?access_token=ffUn1DAFD3kfBYjqxISx18dR531i
TrMd HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id":3,
    "limit_type":"both"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete an Allowed Number Rule

Delete a call allowlist rule.

Request URL

```
GET {base_url}/{api_path}/allow_numbers/delete?id={id}&access_token={access_tok
en}
```

Request parameters

Table 295.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call allowlist rule. **Note:** You can query call allowlist rule's ID using Search Specific Allowed Numbers Rules.

Response parameters

Table 296.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/allow_numbers/delete?access_token=ffUn1DAFD3kfBYjqxISx18dR531i
TrMd&id=3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
```

```
    "errmsg": "SUCCESS"
}
```

Call Note

Get Call Notes for a Call

Retrieve the call notes that were added during a specific call.

Request URL

```
GET {base_url}/{api_path}/callnotes/get?access_token={access_token}
```

Request parameter

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the call note. **Note:** You can get the group ID from the (30028) Call Note Status Updated event report.
group_id	Yes	Integer	The group ID of the call note. **Note:** You can get the group ID from the (30028) Call Note Status Updated event report.

Response parameter

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.

Parameter	Type	Description
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
history	Array <Previous_Callnote>	The information of previous call notes in the call.
current	Object <Current_Callnote>	The information of current call note of the call.

Previous_Callnote

Parameter	Type	Description
id	String	The unique ID of the call note.
group_id	String	The group ID of the call note.
disposition_code_list	Array<Disposition_Codes>	The disposition code(s) selected in the call note.
remark	String	The remark of the call note.
agent_name	String	The name of the extension user who adds the call note.
registration_time	Long	The time when the extension user adds the call note.
update_entry	String	The scenario in which the call note is modified.

Disposition_Codes

Parameter	Type	Description
id	Integer	The unique ID of the call disposition code.
name	String	The label of the call disposition code.
description	String	The description of the call disposition code

Current_Callnote

Parameter	Type	Description
id	String	The unique ID of the call note.
group_id	String	The group ID of the call note.

Parameter	Type	Description
disposition_code_list	Array<Disposition_Codes>	The disposition code(s) selected in the call note.
remark	String	The remark of the call note.
agent_name	String	The name of the extension user who adds the call note.
registration_time	Long	The time when the extension user adds the call note.
update_entry	String	The scenario in which the call note is modified.

Disposition_Codes

Parameter	Type	Description
id	Integer	The unique ID of the call disposition code.
name	String	The label of the call disposition code.
description	String	The description of the call disposition code

Example

Request example

Query the call notes added in a call.

```
GET /
openapi/v1.0/callnotes/get?access_token=zbVqLE97rG5j37NZ8ewKRaEXKsbcn6Gz&gr
oup_id=1741226609.252&id=20250306100421-F1C65 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "history": [
        {
            "id": "20250306100329-59999",
            "group_id": "1741226609.252",
            "disposition_code_list": [
                {
                    "id": 21,
                    "name": "Transferred to Another Department",
```

```
                    "description": "The call was transferred to the
 appropriate team or department."
                }
            ],
            "remark": "User encountered xx issue, needs resolution from the
 tech support department",
            "agent_name": "Madison Cooper",
            "registration_time": 1741226653,
            "update_entry": ""
        }
    ],
    "current": {
        "id": "20250306100421-F1C65",
        "group_id": "1741226609.252",
        "disposition_code_list": [
            {
                "id": 20,
                "name": "Follow-up Required",
                "description": "Further contact is needed at a specific
 time or condition."
            },
            {
                "id": 25,
                "name": "Tech Support Provided",
                "description": "The customer received help resolving a
 technical issue."
            }
        ],
        "remark": "Customer's issue has been resolved.",
        "agent_name": "Carmen Gordon",
        "registration_time": 1741226703,
        "update_entry": ""
    }
}
```


Update Call Notes for a Call

Update the call notes for a call during the call, or after the call.

Request URL

```
GET {base_url}/{api_path}/callnotes/update?access_token={access_token}
```

Request parameter

Parameter	Required	Type	Description
id	Yes	String	The unique ID of the call note. **Note:** You can get the group ID from the (30028) Call Note Status Updated event report.
group_id	No	String	The group ID of the call note. **Note:** • The group ID is REQUIRED when modifying call notes during a call (`update_entry` is `in_call`) or in the wrap-up time (`update_entry` is `queue_agent`). • You can get the group ID from the (30028) Call Note Status Updated event report.
disposition_code_ids	No	String	The unique ID(s) of call disposition code(s). **Note:** • You can query the disposition code ID using the Get Menu Options interface. • Use comma to separate multiple disposition code IDs.
remark	No	String	Remark of the call note.
update_entry	Yes	String	The scenario in which the call note is updated. **Valid value**: • `in_call`: Update call notes during a call. • `cdr`: Update call notes after a call in the call log. • `queue_agent`: Update call notes during wrap-up time. **Note:**

Parameter	Required	Type	Description
			This scenario is available for queue agents.

Response parameter

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Example

Request example

Update the call note of a specific call.

```
POST /
openapi/v1.0/callnotes/update?access_token=C6jOpKQia170ueuKCqwQbYXcqdjPcZuM
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{

    "disposition_code_ids": "22,25",
    "group_id": "1741336006.432"
    "id": "20250306100421-F1C65",
    "remark": "Already resolve customer's issue",
    "update_entry": "in-call"

}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Messaging

Message Channel

Query Message Channel List

Query the message channel list.

Request URL

```
GET {base_url}/{api_path}/message_channel/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
time_range	Yes	String	Specify the time period for counting or filtering messages of the message channels. **Valid value**: • `today` • `yesterday` • `last_7_days` • `last_30_days` • `this_month` • `all`

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of message channels.
list	Array<Msg_Channel>	The information of message channels.

Msg_Channel

Parameter	Type	Description
id	Integer	The unique ID of the message channel.
status	String	The connection status of the message channel. • `status_connect_succ`: Successfully connected. • `status_connect_fail`: Connection failed. • `status_sub_invalid`: PBX subscription is invalid.
reason	String	The reason why the message channel connection fails.
name	String	Name of the message channel.
channel	String	The service provider of the message channel. • `general` • `apidaze` • `athena` • `bandwidth` • `flowroute` • `ixica` • `siptrunk` • `skyetel`

Parameter	Type	Description
		• `telnyx` • `twilio` • `vetta` • `voicemeup` • `whatsapp` • `facebook` • `livechat`
type	String	Type of the message channel. • `sms` • `whatsapp` • `facebook` • `livechat`
number	Array<String>	DID number(s) associated with the message channel.
sent	Integer	The number of sent messages.
delivered	Integer	The number of messages sent successfully.
failed	Integer	The number of messages that failed to send.
received	Integer	The number of received messages.

Examples

Request example

```
GET /
openapi/v1.0/message_channel/list?access_token=bapS7zH2cDjmUiOz8h4Kyb88UqZs
HPKD&page=1&page_size=5&time_range=today HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 47,
    "list": [
        {
            "id": 2,
            "status": "status_connect_succ",
            "reason": "",
            "name": "Customer Support Line",
            "channel": "flowroute",
```

```
            "type": "sms",
            "number": [
                "+12345678101",
                "+12345678102",
                "+12345678103"
            ],
            "sent": 0,
            "delivered": 0,
            "failed": 0,
            "received": 0
        },
        {
            "id": 3,
            "status": "status_connect_succ",
            "reason": "",
            "name": "Sales Hotline",
            "channel": "whatsapp",
            "type": "whatsapp",
            "number": [
                "+12025550123"
            ],
            "sent": 0,
            "delivered": 0,
            "failed": 0,
            "received": 0
        },
        {
            "id": 6,
            "status": "status_connect_succ",
            "reason": "",
            "name": "Technical Assistance Channel",
            "channel": "livechat",
            "type": "livechat",
            "number": [
                 "LC00000"
            ],
            "sent": 0,
            "delivered": 0,
            "failed": 0,
            "received": 0
        },
        {
            "id": 7,
            "status": "status_connect_fail",
            "reason": "reason_unauthorized",
```

```
            "name": "General Inquiry Line",
            "channel": "facebook",
            "type": "facebook",
            "number": [
                 "10234567890123456"
            ],
            "sent": 0,
            "delivered": 0,
            "failed": 0,
            "received": 0
        },
        {
            "id": 14,
            "status": "status_connect_succ",
            "reason": "",
            "name": "VIP Service Channel",
            "channel": "telnyx",
            "type": "sms",
            "number": [
                "+12345678601",
                "+12345678602"
            ],
            "sent": 0,
            "delivered": 0,
            "failed": 0,
            "received": 0
        }
    ]
}
```

Search Specific Message Channels

Search specific message channels.

Request URL

```
GET {base_url}/{api_path}/message_channel/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.

Parameter	Required	Type	Description
time_range	Yes	String	Specify the time period for counting or filtering messages of the message channels. **Valid value**: • `today` • `yesterday` • `last_7_days` • `last_30_days` • `this_month` • `all`
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the searched message channels.
list	Array<Msg_Channel>	The information of the message channels.

Msg_Channel

Parameter	Type	Description
id	Integer	The unique ID of the message channel.
status	String	The connection status of the message channel. • `status_connect_succ`: Successfully connected. • `status_connect_fail`: Connection failed.

Parameter	Type	Description
		• `status_sub_invalid`: PBX subscription is invalid.
reason	String	The reason why the message channel connection fails.
name	String	Name of the message channel.
channel	String	The service provider of the message channel. • `general` • `apidaze` • `athena` • `bandwidth` • `flowroute` • `ixica` • `siptrunk` • `skyetel` • `telnyx` • `twilio` • `vetta` • `voicemeup` • `whatsapp` • `facebook` • `livechat`
type	String	Type of the message channel. • `sms` • `whatsapp` • `facebook` • `livechat`
number	Array<String>	DID number(s) associated with the message channel.
sent	Integer	The number of sent messages.
delivered	Integer	The number of messages sent successfully.
failed	Integer	The number of messages that failed to send.
received	Integer	The number of received messages.

Examples

Request example

```
GET /
openapi/v1.0/message_channel/search?access_token=znoITCklDMRbzBxLGUwIUJOmmV
aRx6zy&page=1&page_size=2&time_range=last_7_days&search_value=Sales
 HTTP/1.1
```

```
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 6,
    "list": [
        {
            "id": 3,
            "status": "status_connect_succ",
            "reason": "",
            "name": "Sales Hotline",
            "channel": "whatsapp",
            "type": "whatsapp",
            "number": [
                "+12025550123"
            ],
            "sent": 0,
            "delivered": 0,
            "failed": 0,
            "received": 0
        }
    ]
}
```

Query Information of a Message Channel

Query the detailed information of a specific message channel.

> **Note:**
> This API endpoint can be used to query the information of SMS channel, WhatsApp channel, and Facebook channel. To query the information of a Live Chat channel, see Query Information of a Live Chat Channel.

Request URL

```
GET {base_url}/{api_path}/message_channel/get?access_token={access_token}
```

Request parameters

Table 297.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message channel. **Note:** You can query message channel ID using Search Specific Message Channels.

Response parameters

Table 298.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Msg_Channel>	The detailed information of the message channel.

Msg_Channel

Table 299.

Parameter	Type	Description
id	Integer	The unique ID of the message channel.
name	String	Name of the message channel.
domain_type	String	The type of domain used in the Webhook URL.

Table 299. (continued)

Parameter	Type	Description
		• `fqdn` • `nat`
webhook_gid	String	Global identifier of the Webhook.
webhook_url	String	The Webhook URL used for messaging webhook.
type	String	Type of the message channel. • `sms` • `whatsapp` • `facebook`
channel	String	The service provider of the message channel. • `general` • `apidaze` • `athena` • `bandwidth` • `flowroute` • `ixica` • `siptrunk` • `skyetel` • `telnyx` • `twilio` • `vetta` • `voicemeup` • `whatsapp` • `facebook`
account_data	Array<Auth_Info>	The data required by the service provider for message channel connection.
verify_token	String	The token used for webhook verification.
phone_number_id	String	Phone number ID. **Note:** This parameter only returns value when querying a WhatsApp channel.
business_account_id	String	WhatsApp Business Account ID. **Note:**

Table 299. (continued)

Parameter	Type	Description
		This parameter only returns value when querying a WhatsApp channel.
send_rate	Integer	Message sending rate, which indicates the number of messages that PBX can send per second via the message channel.
auto_close_session	Integer	Whether messaging sessions will be automatically closed after being inactive for a specified period of time. • `0`: Disabled. • `1`: Enabled.
session_expired_time	Integer	The duration of inactivity (in days) after which a session is automatically closed.
dids	Array<Msg_Routing>	The details of message routing rule for the message channel.
accompanying_msg	String	Accompanying text content for chat file. **Note:** This parameter only returns value when querying an Apidaze SMS channel.

Auth_Info

Parameter	Type	Description
k	String	The name of the key field required by the service provider.
v	String	The value corresponding to the key field.

Msg_Routing

Parameter	Type	Description
id	Integer	The unique ID of the DID number.
omnichannel_id	Integer	The unique ID of the message channel that is associated with the DID number.
did_number	String	The DID number associated with the message channel.

Parameter	Type	Description
destination_id	String	The ID of destination to which inbound messages are sent.
destination_number	String	The number of the destination.
destination_name	String	The name of the destination.
members	Array<Members>	The members that are allowed to initiate a message session using the DID number.
destination_type	String	The type of the destination. • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (Transmitted via API).

Members

Parameter	Type	Description
text	String	The name of the member.
text2	String	The information of the member, depending on the member type. • For extension: Extension number is returned. • For extension group: Extension group name is returned. • For organization: An empty string is returned.
value	String	The unique ID of the member.
type	String	Member type. • `extension` • `ext_group` • `organization`

Examples

Request example

Query the information of a message channel (ID: 3).

```
GET /
openapi/v1.0/message_channel/get?access_token=IhFe7Gv1L3chn45Bwmxz3GKKKmjXA
aDs&id=3 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 3,
        "name": "WhatsApp Channel",
        "webhook_gid": "90c8a2b5b3434471bd73e7c802952f96",
        "type": "whatsapp",
        "channel": "whatsapp",
        "account_data": [
            {
                "k": "access_token",
                "v":
 "EAAXmEG1QQccBO9wpYSY3r1ZApPu4mmEUvOszfHil3mYLn8xnIlOtirhNoZAybL3TKFHxhgFz
dOO9ZBk2XVRPnAHNZCCRmrKZClsM4VCqBPqJWRIt3yaZAjYJZC79UO2pTYaJbtSlIhvHEmSdXXg
zmGpsfMFCHEh4N3bY7rsarAf214VP2JFbwNihmXQZAmeSFwZDZD"
            },
            {
                "k": "app_secret",
                "v": "41665cf6ef8971b3e1778432ffc2f077"
            }
        ],
        "auto_close_session": 1,
        "session_expired_time": 1,
        "dids": [
            {
                "did_number": "+15550193510",
                "destination_id": "5",
                "destination_number": "",
                "members": [
                    {
                        "text": "Default_All_Extensions",
                        "text2": "Default_All_Extensions",
                        "value": "1",
                        "type": "ext_group"
                    }
                ],
```

```
                "destination_type": "api"
            }
        ],
        "webhook_url":
 "https://docs.example.yeastar.com/api/v1.0/webhook/whatsapp/90c8a2b5b34344
71bd73e7c802952f96",
        "send_rate": 80,
        "phone_number_id": "11577555571069",
        "verify_token": "braxzqj5z8md6e29",
        "domain_type": "fqdn",
        "accompanying_msg": "",
        "business_account_id": "10615155550235"
    }
}
```

Query Information of a Live Chat Channel

Query the detailed information of a specific Live Chat channel.

Request URL

```
GET {base_url}/{api_path}/
message_channel/getlivechat?access_token={access_token}
```

Request parameters

Table 300.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a Live Chat channel. **Note:** You can query channel ID using Search Specific Message Channels.

Response parameters

Table 301.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<LiveChat_Channel>	The detailed information of the Live Chat channel.

LiveChat_Channel

Table 302.

Parameter	Type	Description
id	Integer	The unique ID of the message channel.
name	String	Name of the message channel.
type	String	Type of the message channel. • `livechat`
channel	String	The service provider of the message channel. • `livechat`
channel_number	String	Number of the message channel.
website_domain	String	The domain name of the website where the Live Chat channel will be embedded.
communication_method	Integer	The interaction mode supported on the Live Chat channel. • `1`: Chat only.

Table 302. (continued)

Parameter	Type	Description
		• `2`: Phone call and chat.
destination_type	String	The type of the destination. • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (Transmitted via API).
destination_id	String	The ID of destination to which inbound messages are sent.
enable_webrtc_inbound_call	Integer	Whether WebRTC inbound call is enabled. • `0`: Disabled. • `1`: Enabled.
webrtc_trunk_id	Integer	The unique ID of the WebRTC trunk.
webrtc_inbound_route_id	Integer	The unique ID of the WebRTC trunk inbound route.
max_concurrent_call	Integer	The maximum number of concurrent calls supported on the Live Chat channel.
message_type	Integer	The message type that website visitors can send. • `1`: Text and emojis. • `2`: Text, emojis, and images.
auto_close_session	Integer	Whether messaging sessions will be automatically closed after being inactive for a specified period of time. • `0`: Disabled. • `1`: Enabled.
session_expired_time	Integer	The duration of inactivity after which a message session is automatically closed.
session_expired_unit	String	The time unit for session expiration. • `minite` • `hour` • `day`
theme_mode	String	Theme mode of the Live Chat widget. • `light`

Table 302. (continued)

Parameter	Type	Description
		• `dark`
theme_color	String	Theme color of the Live Chat widget.
minimize_style	String	The style of the minimized window. • `round`: Bubble style. • `bar`: Strip style.
chat_icon	String	Chat icon of the Live Chat widget. • `1`: • `2`: • `3`: • `4`: • `5`: • `6`:
default_avatar	String	The file name (ID) of the agent avatar. **Note:** This parameter only returns the file name when a custom agent avatar is used in the channel.
default_agent_name	String	Default agent name.
show_agent_info	Integer	Whether agent information is displayed. • `0`: Not displayed. • `1`: Agent name is displayed. • `2`: Agent name and avatar are displayed.
hide_provider_info	Integer	Whether the service provider's information `Powered by Yeastar` is displayed in the Live Chat widget. • `0`: Displayed. • `1`: Not displayed.
language	String	The display language of the Live Chat widget.

Table 302. (continued)

Parameter	Type	Description
		• `BROWSER_LANGUAGE`: Follow website visitor's browser language. • `en`: English • `zh-CN`: 简体中文 (Chinese Simplified) • `zh-TW`: 繁體中文 (Chinese Traditional) • `ar`: العربية (Arabic) • `pt_BR`: Português Brasil (Portuguese Brazil) • `cz`: Čeština (Czech) • `nl`: Nederlands (Dutch) • `fr`: Française (French) • `de`: Deutsch (German) • `he`: עברית (Hebrew) • `it`: Italiano (Italian) • `ja`: 日本語 (Japanese) • `fa`: فارسی (Persian) • `pl`: Polski (Polish) • `pt`: Português (Portuguese) • `ru`: Русский (Russian) • `sl`: Slovenščina (Slovenian) • `es`: Español (Spanish) • `th`: ### (Thai) • `tr`: Türk (Turkish) • `tk`: Türkmenistan (Turkmen) • `uk`: Українська (Ukrainian) • `vi`: Tiếng Việt (Vietnamese)
enable_prechat_form	Integer	Whether pre-chat form is enabled. • `0`: Disabled. • `1`: Enabled.
prechat_form_title	String	The title of the pre-chat form.
prechat_form_subtitle	String	The sub-title of the pre-chat form.
show_name	Integer	Whether name field is displayed in the pre-chat form. • `0`: Not displayed. • `1`: Displayed.
show_email	Integer	Whether email address field is displayed in the pre-chat form.

Table 302. (continued)

Parameter	Type	Description
		• `0`: Not displayed. • `1`: Displayed.
show_phone	Integer	Whether phone number field is displayed in the pre-chat form. • `0`: Not displayed. • `1`: Displayed.
require_name	Integer	Whether name is required in the pre-chat form. • `0`: Optional. • `1`: Required.
require_email	Integer	Whether email address is required in the pre-chat form. • `0`: Optional. • `1`: Required.
require_phone	Integer	Whether phone number is required in the pre-chat form. • `0`: Optional. • `1`: Required.
enable_data_privacy	Integer	Whether Data Privacy Policy is enabled or not. • `0`: Disabled. • `1`: Enabled. The Data Privacy Policy will be displayed in the Live Chat widget.
data_privacy_content	String	The content of the Data Privacy Policy.
require_data_privacy_consent	Integer	Whether consent for Data Privacy Policy is required. • `0`: Not required. • `1`: Required.
online_welcome_message	String	The welcome message automatically sent to website visitors when they enter the chat widget while the system is within business hours and the message destination is available.
offline_welcome_message	String	The welcome message automatically sent to website visitors when they enter the chat widget

Table 302. (continued)

Parameter	Type	Description
		while the system is outside business hours, or the message destination is not available.
first_reply_message	String	The message automatically sent after the website visitor sends their first message, regardless of message type.
session_closed_message	String	The message automatically sent to website visitors when the chat session ends, either manually closed by agent / website visitor or automatically closed when session timeout is reached.

Examples

Request example

Query the information of a Live Chat channel (ID: 219).

```
GET /
openapi/v1.0/message_channel/getlivechat?access_token=6kH03St87BsUCgDVcRKSV
enrBYZ1d37q&id=219 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 219,
        "name": "Docs-LiveChat Channel",
        "type": "livechat",
        "channel": "livechat",
        "channel_number": "LC00113",
        "destination_type": "extension",
        "destination_id": 137,
        "website_domain": "www.yeastar.com",
        "communication_method": 2,
        "enable_webrtc_inbound_call": 1,
        "webrtc_trunk_id": 3,
        "webrtc_inbound_route_id": 3,
        "max_concurrent_call": 5,
        "message_type": 2,
```

```
        "theme_mode": "light",
        "theme_color": "#00DDB3",
        "minimize_style": "bar",
        "chat_icon": "6",
        "default_avatar": "",
        "default_agent_name": "Support",
        "show_agent_info": 0,
        "hide_provider_info": 0,
        "language": "BROWSER_LANGUAGE",
        "enable_prechat_form": 1,
        "prechat_form_title": "Hello #",
        "prechat_form_subtitle": "Please fill in the form below before
 starting the chat.",
        "require_name": 1,
        "require_phone": 0,
        "require_email": 0,
        "enable_data_privacy": 1,
        "data_privacy_content": "<p>We need to store and process your
 personal data to provide you with the requested content. For detailed
 information about our privacy practices and our commitment to protecting
 your privacy, please check our Privacy Policy.</p>",
        "require_data_privacy_consent": 1,
        "online_welcome_message": "Hello! How can we help you?",
        "offline_welcome_message": "We are away, leave us a message!",
        "first_reply_message": "Hello, thank you for contacting us. We have
 received your message.",
        "session_closed_message": "This chat session has ended. Please feel
 free to contact us if you have any further questions.",
        "auto_close_session": 1,
        "session_expired_time": 1,
        "show_name": 1,
        "show_phone": 1,
        "show_email": 1,
        "session_expired_unit": "day"
    }
}
```


Query Information of Multiple Message Channels

Query the detailed information of multiple message channels, including SMS channel, WhatsApp channel, and Facebook channel.

Request URL

```
GET {base_url}/{api_path}/message_channel/query?access_token={access_token}
```

Request parameters

Table 303.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the message channel(s). **Note:** • You can query message channel ID using Search Specific Message Channels. • Use commas to separate multiple IDs.

Response parameters

Table 304.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
list	Array<Msg_Channel>	The detailed information of the message channels.

Msg_Channel

Table 305.

Parameter	Type	Description
id	Integer	The unique ID of the message channel.
name	String	Name of the message channel.
domain_type	String	The type of domain used in the Webhook URL. • `fqdn` • `nat`
webhook_gid	String	Global identifier of the Webhook.
webhook_url	String	The Webhook URL used for messaging webhook.
type	String	Type of the message channel. • `sms` • `whatsapp` • `facebook`
channel	String	The service provider of the message channel. • `general` • `apidaze` • `athena` • `bandwidth` • `flowroute` • `ixica` • `siptrunk` • `skyetel` • `telnyx` • `twilio` • `vetta` • `voicemeup` • `whatsapp` • `facebook`
account_data	Array<Auth_Info>	The data required by the service provider for message channel connection.
verify_token	String	The token used for webhook verification.
phone_number_id	String	Phone number ID. **Note:** This parameter only returns value when querying a WhatsApp channel.

Table 305. (continued)

Parameter	Type	Description
business_account_id	String	WhatsApp Business Account ID. **Note:** This parameter only returns value when querying a WhatsApp channel.
send_rate	Integer	Message sending rate, which indicates the number of messages that PBX can send per second via the message channel.
auto_close_session	Integer	Whether messaging sessions will be automatically closed after being inactive for a specified period of time. • `0`: Disabled. • `1`: Enabled.
session_expired_time	Integer	The duration of inactivity (in days) after which a session is automatically closed.
dids	Array<Msg_Routing>	The details of message routing rule for the message channel.
accompanying_msg	String	Accompanying text content for chat file. **Note:** This parameter only returns value when querying an Apidaze SMS channel.

Auth_Info

Parameter	Type	Description
k	String	The name of the key field required by the service provider.
v	String	The value corresponding to the key field.

Msg_Routing

Parameter	Type	Description
id	Integer	The unique ID of the DID number.
omnichannel_id	Integer	The unique ID of the message channel that is associated with the DID number.

Parameter	Type	Description
did_number	String	The DID number associated with the message channel.
destination_id	String	The ID of destination to which inbound messages are sent.
destination_number	String	The number of the destination.
destination_name	String	The name of the destination.
members	Array<Members>	The members that are allowed to initiate a message session using the DID number.
destination_type	String	The type of the destination. • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (Transmitted via API).

Members

Parameter	Type	Description
text	String	The name of the member.
text2	String	The information of the member, depending on the member type. • For extension: Extension number is returned. • For extension group: Extension group name is returned. • For organization: An empty string is returned.
value	String	The unique ID of the member.
type	String	Member type. • `extension` • `ext_group` • `organization`

Examples

Request example

Query the information of two message channels (ID: 3 & 206).

```
GET /
openapi/v1.0/message_channel/query?access_token=gE3xGWAULl1wn6fiWSjOnf2Dcn3
lnkKP&ids=3,206 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example


```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": 3,
            "name": "WhatsApp Channel",
            "webhook_gid": "90c8a2b5b3434471bd73e7c802952f96",
            "type": "whatsapp",
            "channel": "whatsapp",
            "account_data": [
                {
                    "k": "access_token",
                    "v":
 "EAAXmEG1QQccBO9wpYSY3r1ZApPu4mmEUvOszfHil3mYLn8xnIlOtirhNoZAybL3TKFHxhgFz
dOO9ZBk2XVRPnAHNZCCRmrKZClsM4VCqBPqJWRIt3yaZAjYJZC79UO2pTYaJbtSlIhvHEmSdXXg
zmGpsfMFCHEh4N3bY7rsarAf214VP2JFbwNihmXQZAmeSFwZDZD"
                },
                {
                    "k": "app_secret",
                    "v": "41665cf6ef8971b3e1778432ffc2f077"
                }
            ],
            "auto_close_session": 1,
            "session_expired_time": 1,
            "dids": [
                {
                    "did_number": "+15550193510",
                    "destination_id": "5",
                    "destination_number": "",
                    "members": [
                        {
                            "text": "Default_All_Extensions",
                            "text2": "Default_All_Extensions",
                            "value": "1",
                            "type": "ext_group"
```

```
                        }
                    ],
                    "destination_type": "api"
                }
            ],
            "webhook_url":
 "https://docs.example.yeastar.com/api/v1.0/webhook/whatsapp/90c8a2b5b34344
71bd73e7c802952f96",
            "send_rate": 80,
            "phone_number_id": "11577555571069",
            "verify_token": "braxzqj5z8md6e29",
            "domain_type": "fqdn",
            "accompanying_msg": "",
            "business_account_id": "10615155550235"
        },
        {
            "id": 206,
            "name": "Apidaze SMS Channel",
            "webhook_gid": "858ba05206654893aa3ecd1a6eeb6e91",
            "type": "sms",
            "channel": "apidaze",
            "account_data": [
                {
                    "k": "api_key",
                    "v": "AKIAIOSFODNN7EXAMPLE"
                },
                {
                    "k": "api_secret",
                    "v": "wJalrXUtnFEMI/K7MDENG/bPxRfiCYEXAMPLEKEY"
                }
            ],
            "auto_close_session": 0,
            "session_expired_time": 0,
            "dids": [
                {
                    "id": 214,
                    "omnichannel_id": 206,
                    "did_number": "+13599900000",
                    "destination_id": "136",
                    "destination_number": "1001",
                    "destination_name": "1001",
                    "members": [
                        {
                            "text": "Sales",
                            "value": "2",
```

```
                            "type": "organization"
                        },
                        {
                            "text": "Pre-Sales",
                            "value": "3",
                            "type": "organization"
                        }
                    ],
                    "destination_type": "extension"
                }
            ],
            "webhook_url":
 "https://docs.example.yeastar.com/api/v1.0/webhook/apidaze/858ba0520665489
3aa3ecd1a6eeb6e91",
            "send_rate": 1,
            "phone_number_id": "",
            "verify_token": "",
            "domain_type": "nat",
            "accompanying_msg": "Sent by Yeastar",
            "business_account_id": ""
        }
    ]
}
```


Get WhatsApp Message Templates

Retrieve the information and content of WhatsApp message templates that have been synchronized to the PBX for a specified WhatsApp channel.

Request URL

```
GET {base_url}/{api_path}/message_channel/whatsapp_template?access_token={acce
ss_token}
```

Request parameters

Table 306.

Parameter	Required	Type	Description
omnichannel_id	Yes	Integer	The ID of the desired WhatsApp message channel. **Note:**

Table 306. (continued)

Parameter	Required	Type	Description
			You can query the ID using Search Specific Message Channels.
category	No	String	Template category. **Valid value**: • `MARKETING` • `UTILITY` • `AUTHENTICATION` **Note:** Use a comma to separate multiple categories.
language	No	String	Template language. **Note:** • The available values for this parameter depend on the languages of existing templates under your WhatsApp account in the PBX. To obtain valid language codes, please query the template list first using this interface, then use the language values returned. • Use a comma to separate multiple languages.
search_value	No	String	Search keyword.
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.

Response parameters

Table 307.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Table 307. (continued)

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of WhatsApp message templates.
data	Array <MSGTemplate_Info>	The detailed information of WhatsApp message templates.

MSGTemplate_Info

Parameter	Type	Description
id	Integer	The ID of the message template in the PBX system.
template_id	String	The original template ID from the WhatsApp platform.
name	String	Template name.
parameter_format	String	The format of the placeholders (variables) used in the template. • `POSITIONAL`: Placeholders are defined by their position. For example, `{{1}}`, `{{2}}`. • `NAMED`: Placeholders use custom field names. For example, `{{name}}`, `{{code}}`.
language	String	Template language.
category	String	Template category.
sub_category	String	Template sub-category.
components_data	String	The content of template components in JSON string format.
omnichannel_id	Integer	The ID of the message channel.

Example

Request example

```
GET /
openapi/v1.0/message_channel/whatsapp_template?omnichannel_id=1&access_toke
n=FOgrNFKY6xVQcUxw3pfMTFqCAG6lBulV&search_value=store HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 1774,
            "template_id": "2011532696320970",
            "name": "store_offer_notification",
            "parameter_format": "NAMED",
            "language": "en",
            "category": "MARKETING",
            "sub_category": "CUSTOM",
            "components_data":
 "[{\"type\":\"HEADER\",\"format\":\"LOCATION\"},{\"type\":\"BODY\",\"text\
":\"Special offer: {{Offer_Details}}\\n\\nPlease visit our store within
 {{Time_Limit}} to enjoy this offer.\\n\\nIf you have any questions, feel
 free to contact us.\"},{\"type\":\"FOOTER\",\"text\":\"We look forward to
 serving you!\"}]",
            "omnichannel_id": 1
        }
    ]
}
```

WhatsApp Message Template Component Description

This topic provides an overview of the WhatsApp message template components required in the request payload when creating/editing a WhatsApp campaign or sending a WhatsApp template message via API. It details the structure and parameters of each component to help you construct compliant and effective messages.

Introduction

A WhatsApp message template consists of four primary components: **Header**, **Body**, **Footer**, and **Buttons**. Among these, the Header, Body, and Buttons components support placeholders for dynamic variables.

When creating/editing a WhatsApp campaign or sending a WhatsApp template message via the Yeastar P-Series PBX System API, you need to provide the values for the variables corresponding to the placeholders in the template, as well as any required button details (such as button type and button variable values, if applicable). The fixed text content is automatically sourced from the template itself.

To achieve this, construct a message object by replacing all placeholders with their corresponding variable values, serialize this message object into a JSON string, and then pass the escaped JSON string in the parameter `msg_param` (for WhatsApp message campaign) or `whatsapp_msg_param` (for WhatsApp message session).

Message template object structure

The PBX API uses the parameter `msg_param` or `whatsapp_msg_param` to deliver the required information for WhatsApp message templates. The parameter is a string containing a JSON-encoded object that defines the structure, components, and dynamic values of the message template.

Below is an example of the JSON structure for `msg_param` or `whatsapp_msg_param` parameter:

```
{
    "id": 579,
    "template_id": "1617698099069106",
    "name": "template202501",
    "language": {
        "code": "en"
    },
    "parameter_format": "POSITIONAL",
    "components": [
        {
            "type": "HEADER",                  //Template header
            "parameters": [
                {
                   ...
                }
            ]
        },
        {
            "type": "BODY",                    //Template body
            "parameters": [
                {
                    ...
                }
            ]
```

```
        },
        {
            "type": "BUTTONS",                  //Template button
            "parameters": [
                {
                    ...
                }
            ]
        }
    ]
}
```

The following table describes each parameter in the structure.

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the message template in the PBX system.
template_id	Yes	String	The original template ID from the WhatsApp platform.
name	Yes	String	Template name.
language	Yes	Object<Template_Lang>	Template language.
parameter_format	Yes	String	Whether placeholders are referenced by position or by variable name. **Valid value**: • `POSITIONAL`: Placeholders are referenced by their position, such as `{{1}}`, `{{2}}`. • `NAMED`: Placeholders are referenced by their variable names, such as `{{name}}`, `{{code}}`.
components	No	Array<Components>	The list of message components (Header, Body, and Button). **Note:** • This parameter is REQUIRED if the template include variables or buttons. • If the template contains only static text (no variables or

Parameter	Required	Type	Description
			buttons), this parameter can be left empty.

Template_Lang

Parameter	Required	Type	Description
code	Yes	String	The language code used for the template.

Components

> **Note:**
> The required fields within `componnets` parameter depend on the specific requirements of the chosen WhatsApp message template.

Parameter	Type	Description
type	String	The type of the component. **Valid value**: • `HEADER` • `BODY` • `BUTTONS`
parameters	Array <Object>	The list of values for the placeholders (variables) in the component. Each placeholder in the template requires a specific value when sending a message. You can use this parameter to specify the values that will replace the placeholders in the template. For more information about the parameters in each components, see the following sections: • Header component object • Body component object • Button component object

Header component object

The Header component object defines the parameters used when the component `type` is set to `HEADER`.

The Header component supports the following types:

- Text header
- Media header (image, video, document)
- Location header

Text header

Parameter	Type	Description
type	String	The type of the element. **Valid value**: `TEXT`.
text	String	The text content that will replace the corresponding placeholder (variable) in the element.
parameter_name	String	The name of the placeholder (variable). **Note:** • This parameter is REQUIRED when the `parameter_format` is `NAMED`. • You can obtain the required parameter name from the desired WhatsApp template using Get WhatsApp Message Templates.

For example:

- Named parameter example

```
{
     "type": "HEADER",
     "parameters": [
           {
                "type": "TEXT",
                "text": "Gold",
                "parameter_name": "membershiptype"
           }
          ]
```

```
  }
```

- Positional parameter example

```
{
      "type": "HEADER",
      "parameters": [
            {                                //{{1}} in header
                  "type": "TEXT",
                  "text": "Gold"
            }
          ]
  }
```

Media header

Parameter	Type	Description
type	String	The type of the element. **Valid value**: • `IMAGE` • `VIDEO` • `DOCUMENT`
file_list	Array	The information of the media file. **Note:** You need to first upload the file using the Upload Files for Messaging, then get the file information from the response.

For example:

- Image object

```
{
      "type": "HEADER",
      "parameters":
      [
         {
            "type": "IMAGE",
            "file_list": [
                        {
                            "id": "993d9780ec2c4a3f81f59fa78a40ecb6",
                            "name": "demo.png",
```

```
                            "uri":
"20250805/993d9780ec2c4a3f81f59fa78a40ecb6",
                            "type": "image/png",
                            "size": 5651
                        }
                    ]
            }
        ]
}
```

• Video object

```
{
     "type": "HEADER",
     "parameters":
     [
        {
           "type": "VIDEO",
                   "file_list": [
                       {
                           "id": "dfb5077f93e040b381da8d9a597c4743",
                           "name": "demo.mp4",
                           "uri":
"20250805/dfb5077f93e040b381da8d9a597c4743",
                           "type": "video/mp4",
                           "size": 1745551
                       }
                   ]
            }
     ]
 }
```

• Document object

```
{
     "type": "HEADER",
     "parameters":
     [
        {
           "type": "DOCUMENT",
                   "file_list": [
                      {
                         "id": "d71a2a146a5146fcb0b1464e293ea38e",
                         "name": "demo.csv",
                         "uri":
"20250801/d71a2a146a5146fcb0b1464e293ea38e",
                         "type": "text/csv",
```

```
                                "size": 56890
                            }
                        ]
                    }
                ]
            }
```

Location header

Parameter	Type	Description
type	String	The type of the element. **Valid value**: `LOCATION`.
location	Object<Location_Info>	The detailed location information.

Location_Info

Parameter	Type	Description
name	String	Name of the location.
address	String	Address of the location.
latitude	String	Location latitude in decimal degrees.
longitude	String	Location longitude in decimal degrees.

For example:

```
 {
       "type": "HEADER",
       "parameters": [
            {
               "type": "LOCATION",
               "location": {
                    "name": "Madison Square Garden",
                    "address": "4 Pennsylvania Plaza, Suite 105, New York,
 NY 10001",
                    "latitude": "40.7505045",
                    "longitude": "-73.9934387"
                   }
              }
         ]
}
```

Body component object

The Body component object defines the parameters used when the component `type` is set to `BODY`.

> **Note:**
> Only text parameter is supported in the Body component.

Parameter	Type	Description
type	String	The type of the element. **Valid value**: `TEXT`.
text	String	The text content that will replace the corresponding placeholder (variable) in the element.
parameter_name	String	The name of the placeholder (variable). **Note:** • This parameter is REQUIRED when the `parameter_format` is `NAMED`. • You can obtain the required parameter name from the desired WhatsApp template using Get WhatsApp Message Templates.

For example:

- Named parameter example

```
{
     "type": "BODY",
     "parameters": [
           {
                "type": "TEXT",
                "text": "Gold",
                "parameter_name": "membershiptype"
            },
            {
                "type": "TEXT",
                "text": "2025-08-30",
                "parameter_name": "expirydate"
            },
            {
```

```
                    "type": "TEXT",
                    "text": "2025-09-30",
                    "parameter_name": "renewdeadline"
                }
            ]
    }
```

- Positional parameter example

```
{
     "type": "BODY",
     "parameters": [
           {                                //{{1}} in body
                "type": "TEXT",
                "text": "Gold"
            },
            {                               //{{2}} in body
                "type": "TEXT",
                "text": "2025-08-30"
            },
            {                               //{{3}} in body
                 "type": "TEXT",
                 "text": "2025-09-30"
            }
         ]
    }
```

Button component object

The Button component object defines the parameters used when the component `type` is set to `BUTTON`.

Parameter	Type	Description
type	String	The type of the button element. **Valid value**: • `URL` • `FLOW` • `COPY_CODE` • `QUICK_REPLY`
text	String	The text content that will replace the corresponding placeholder (variable) in the template. **Note:**

Parameter	Type	Description
		• This parameter is REQUIRED only for the following buttons: ◦ URL button that include a variable ◦ COPY CODE button • For other button types, this parameter can be left empty.

For example:

```
 {
           "type": "BUTTONS",
           "parameters": [                        // Assemble an array of
multiple buttons in order.
              {
                   "type": "URL",
                   "text": "summer2024"
               },
               {
                   "type": "FLOW",
                   "text": ""
               },
               {
                   "type": "COPY_CODE",
                   "text": "codeA"
               },
               {
                   "type": "QUICK_REPLY",
                   "text": ""
               }
           ]
       }
```

Complete template parameter example

This example demonstrates how to construct and pass the full set of parameters for a marketing template message.

Component	Template Content
Header	Location header.
Body	Text body with the campaign details: `You are invited to our {{campaign}}!`

Component	Template Content
	`Show this code at the entrance to get your exclusive gift: {{code}}` `Event time: {{date}}`
Footer	Plain text: `Remember to bring your code!` **Note:** The Footer does not need to be included in the parameter, as it will be automatically retrieved from the template.
Button	The following buttons are included in the template: • A quick-reply button `Interest` • A URL button with a variable appended at the end of the URL `https://www.example.com/sales?promo={{1}}`

In this case, the content of the `msg_param` or `whatsapp_msg_param` parameter should be:

```
{
"id":1781,
"template_id":"1713250439356384",
"name":"summer_sale_event",
"language":{"code":"en"},
"components":
  [
    {                                                    //Location header
   "type":"HEADER",
   "parameters":
     [
   {

    "type":"LOCATION",
    "location":
      {
     "name":"Madison Square Garden",
     "address":"4 Pennsylvania Plaza, Suite 105, New York, NY 10001",
     "latitude":"40.7505045",
     "longitude":"-73.9934387"
   },
   }
  ]
    },
 {                                              //Named text body
```

```
   "type":"BODY",
   "parameters":
     [
    {"type":"TEXT","text":"Summer Sale Event","parameter_name":
 "campaign"},
    {"type":"TEXT","text":"AD8J398","parameter_name": "code"},
    {"type":"TEXT","text":"2025-8-5","parameter_name": "date"}
  ]
    },
 {                                              //Buttons
   "type":"BUTTONS",
   "parameters":
     [
    {"type":"QUICK_REPLY","text":""},
    {"type":"URL","text":"summer_2025"}
  ]
    }
  ],
"parameter_format":"NAMED"
}
```

You need to convert the above object to an escaped JSON string when passing it as the value of the `msg_param` or `whatsapp_msg_param` parameter:

```
"msg_param":"{\"id\":1781,\"template_id\":\"1713250439356384\",\"name\":\"s
ummer_sale_event\",\"language\":{\"code\":\"en\"},\"components\":[{\"type\"
:\"HEADER\",\"parameters\":[{\"type\":\"LOCATION\",\"location\":{\"name\":\
"Madison Square Garden\",\"address\":\"4 Pennsylvania Plaza, Suite 105, New
 York, NY
 10001\",\"latitude\":\"40.7505045\",\"longitude\":\"-73.9934387\"}}]},{\"t
ype\":\"BODY\",\"parameters\":[{\"type\":\"TEXT\",\"text\":\"Summer Sale
 Event\",\"parameter_name\":\"campaign\"},{\"type\":\"TEXT\",\"text\":\"AD8
J398\",\"parameter_name\":\"code\"},{\"type\":\"TEXT\",\"text\":\"2025-8-5\
",\"parameter_name\":\"date\"}]},{\"type\":\"BUTTONS\",\"parameters\":[{\"t
ype\":\"QUICK_REPLY\",\"text\":\"\"},{\"type\":\"URL\",\"text\":\"summer_20
25\"}]}],\"parameter_format\":\"NAMED\"}"
```

Get Live Chat Embed Code

Get the code snippet of a Live Chat channel, which can be embedded into the desired website to enable live chat functionality.

Request URL

```
GET {base_url}/{api_path}/
message_channel/embedcode?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the Live Chat channel. **Note:** You can query the channel ID using Search Specific Message Channels.
email	No	String	The email address to which the embed code will be sent. The system will send an email containing the embed code as well as installation instructions to the specified email address.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
website_domain	String	The domain name of the website where the Live Chat channel will be embedded.
embed_code	String	The embed code of the Live Chat channel.

Examples

Request example

```
GET /
openapi/v1.0/message_channel/embedcode?access_token=kq3ftCp8VfTjrk1gqW5NW0s
ijhWE4yiL&id=6&email=demo@yeastar.com HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "website_domain": "www.yeastar.com",
    "embed_code": "<script
 src=\"https://docs.example.yeastar.com/live_chat.v1.0.0.js?channelNumber=L
C00000\"></script>"
}
```

Upload Avatar for Live Chat Channel

Upload a photo to the PBX, which can be used as a custom avatar of a Live Chat channel.

Request URL

```
POST {base_url}/{api_path}/
message_channel/uploadphoto?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
file	Yes	file	The desired avatar file, uploaded via **form-data**.

Response parameters

Table 308.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed.

Table 308. (continued)

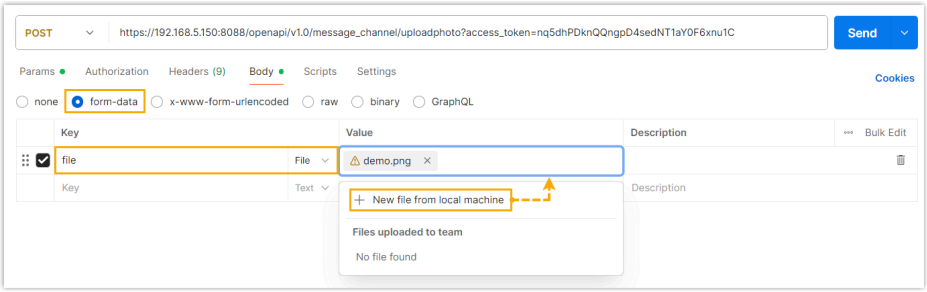
Parameter	Type	Description
		• Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	Integer	The file name (ID) of the uploaded avatar.

Examples

Request example

```
POST /
openapi/v1.0/message_channel/uploadphoto?access_token=nq5dhPDknQQngpD4sedNT
1aY0F6xnu1C HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: multipart/form-data;
 boundary=----WebKitFormBoundary7MA4YWxkTrZu0gW

------WebKitFormBoundary7MA4YWxkTrZu0gW
Content-Disposition: form-data; name="file";
 filename="/D:/project/avatar/demo.png"
Content-Type: image/png

(binary data) # actual file content here
------WebKitFormBoundary7MA4YWxkTrZu0gW--
```

Figure 3. **Request example in Postman**



Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file": "livechat-868733f7-90c0-4dcc-89ca-219d0484bd60"
}
```

Add a Message Channel

Add and configure a message channel.

> **Note:**
> This API endpoint can be used to create an SMS channel, WhatsApp channel, or Facebook channel. To create a Live Chat channel, see Add a Live Chat Channel.

Request URL

```
POST {base_url}/{api_path}/message_channel/create?access_token={access_token}
```

Request parameters

Send different request parameters according to different types of message channel.

- Add an SMS channel
- Add a WhatsApp channel
- Add a Facebook channel

Add an SMS channel

Parameter	Required	Type	Description
name	Yes	String	Message channel name. **Note:** The length must not exceed 127 characters.
webhook_url_type	Yes	String	The type of domain used in the Webhook URL. **Valid value**:

Parameter	Required	Type	Description
			• `fqdn` • `nat`
channel	Yes	String	The service provider of the message channel. **Valid value**: • `general` • `apidaze` • `athena` • `bandwidth` • `flowroute` • `ixica` • `siptrunk` • `skyetel` • `telnyx` • `twilio` • `vetta` • `voicemeup`
account_data	Yes	Array<Auth_Info>	The data required by the service provider for message channel connection.
send_rate	No	Integer	Specify the number of messages that PBX can send per second via the message channel.
auto_close_session	No	Integer	Whether to automatically close a message session after it has been inactive for a specified period of time.
session_expired_time	No	Integer	The duration of inactivity (in days) after which a session is automatically closed.
accompanying_msg	No	String	The accompanying text content for chat file. **Note:** This parameter is REQUIRED when creating an Apidaze SMS channel.
dids	No	Array<Msg_Routing>	Define the message routing rule by adding the DID number(s), setting message destination, and specifying members that are allowed to initiate message sessions via specified DID number.

Auth_Info

> **Note:**
> Provide the required parameter values according to the requirements of different SMS service providers.

Parameter	Required	Type	Description
k	Yes	String	The name of the key field required by the service provider. **Valid value**: • For **General** / **Athenna** / **IXICA** / **Vetta** ◦ `api_key` ◦ `api_secret` (Optional) ◦ `api_verify_url` (Optional): API endpoint for authentication verification. ◦ `api_send_url`: API endpoint for sending messages. • For **Apidaze** ◦ `api_key` ◦ `api_secret` • For **Bandwidth** ◦ `application_id` ◦ `account_id` ◦ `username` ◦ `password` • For **Flowroute** / **SIPTRUNK** ◦ `access_key` ◦ `secret_key` • For **Skyetel** ◦ `sid_key` ◦ `secret_key` • For **Telnyx** ◦ `api_key` ◦ `public_key` • For **Twilio** ◦ `account_sid` ◦ `auth_token` • For **VoiceMeUp** ◦ `username` ◦ `auth_token`
v	Yes	String	The value associated with the key field `k`. **Valid value**:

Parameter	Required	Type	Description
			• If `k` is `api_verify_url` or `api_send_url`, enter the API endpoint as `https://{{your-endpoint}}`. • For all other key fields, enter the key value in **Base64-encoded** format.

Msg_Routing

Parameter	Required	Type	Description
did_number	Yes	String	The DID number associated with the message channel.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (via API).
destination_id	No	String	The unique ID of destination to which inbound messages are sent. **Note:** • This parameter is REQUIRED when the `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.
members	No	Array<Members>	The members that are allowed to initiate message sessions using the DID number.

Members

Parameter	Required	Type	Description
type	Yes	String	Member type. **Valid value**: • `extension` • `ext_group` • `organization`
value	Yes	String	The unique ID of the member. **Note:** You can query the member ID using Get Menu Options (`menu=extension/ext_group/org_list`).

Add a WhatsApp Channel

Parameter	Required	Type	Description
name	Yes	String	Message channel name. **Note:** The length must not exceed 127 characters.
webhook_url_type	Yes	String	The type of domain used in the Webhook URL. **Valid value**: • `fqdn` • `nat`
channel	Yes	String	The service provider of the message channel. **Valid value**: `whatsapp`
account_data	Yes	Array<Auth_Info>	The data required by the service provider for message channel connection.
phone_number_id	Yes	String	The ID of the WhatsApp phone number. **Note:** The length must not exceed 31 characters.

Parameter	Required	Type	Description
business_account_id	Yes	String	The ID of the WhatsApp business account. **Note:** • The value should be passed in **Base64-encoded** format. • The length must not exceed 500 characters.
dids	No	Array<Msg_Routing>	Define the message routing rule by adding the WhatsApp phone number, setting message destination, and specifying members that are allowed to initiate message sessions via the phone number.
auto_close_session	No	Integer	Whether to automatically close a message session after it has been inactive for a specified period of time.
session_expired_time	No	Integer	The duration of inactivity (in days) after which a session is automatically closed.

Auth_Info

Parameter	Required	Type	Description
k	Yes	String	The name of the key field required by the service provider. **Valid value**: • `access_token` • `app_secret`
v	Yes	String	The value associated with the key field `k`. **Note:** The value should be passed in **Base64-encoded** format.

Msg_Routing

Parameter	Required	Type	Description
did_number	Yes	String	The WhatsApp phone number in E.164 format.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (via API).
destination_id	No	String	The unique ID of destination to which inbound messages are sent. **Note:** • This parameter is REQUIRED when the `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.
members	No	Array<Members>	The members that are allowed to initiate message sessions via the WhatsApp phone number.

Members

Parameter	Required	Type	Description
type	Yes	String	Member type. **Valid value**: • `extension` • `ext_group` • `organization`
value	Yes	String	The unique ID of the member. **Note:**

Parameter	Required	Type	Description
			You can query the member ID using Get Menu Options (`menu=extension/ext_group/org_list`).

Add a Facebook Channel

Parameter	Required	Type	Description
name	Yes	String	Message channel name. **Note:** The length must not exceed 127 characters.
webhook_url_type	Yes	String	The type of domain used in the Webhook URL. **Valid value**: • `fqdn` • `nat`
channel	Yes	String	The service provider of the message channel. **Valid value**: `facebook`
account_data	Yes	Array<Auth_Info>	The data required by the service provider for message channel connection.
dids	No	Array<Msg_Routing>	Define the message routing rule by adding the Facebook page ID and setting message destination.
auto_close_session	No	Integer	Whether to automatically close a message session after it has been inactive for a specified period of time.
session_expired_time	No	Integer	The duration of inactivity (in days) after which a session is automatically closed.

Auth_Info

Parameter	Required	Type	Description
k	Yes	String	The name of the key field required by the service provider. **Valid value**: • `access_token` • `app_secret` • `page_name`
v	Yes	String	The value associated with the key field `k`. **Note:** For `access_token` and `app_secret` fields, enter the value in **Base64-encoded** format.

Msg_Routing

Parameter	Required	Type	Description
did_number	Yes	String	Facebook page ID.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (via API).
destination_id	No	String	The unique ID of destination to which inbound messages are sent. **Note:** • This parameter is REQUIRED when the `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.

Response parameters

Table 309.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the message channel.

Examples

Request example

- Add an general SMS channel

```
POST /
openapi/v1.0/message_channel/create?access_token=JZvX9J8RddTcKb58WNQF2
tXnLwPhrbUY HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "name":"Docs-General SMS Channel",
    "webhook_url_type":"nat",
    "channel":"general",
    "account_data": [
        {
            "k": "api_secret",
            "v": "bXlTdXBlclNlY3JldDEyMw=="
        },
        {
            "k": "api_key",
            "v": "bXlBUElLZXk0NTY="
```

```
        },
        {
            "k": "api_verify_url",
            "v": "https://api.example.com/auth/verify"
        },{
            "k": "api_send_url",
            "v": "https://api.example.com/message/send"
        }
    ],
    "send_rate":2,
    "auto_close_session":1,
    "session_expired_time": 5,
      "dids": [
        {
            "did_number": "+1234567890",
            "destination_type": "extension",
            "destination_id": "137",
            "members": [
                {
                    "type": "extension",
                    "value": "137"
                }
            ]
        }
    ]
}
```

- Add a WhatsApp channel

```
POST /
openapi/v1.0/message_channel/create?access_token=EX8zZM5hdq3krlPcNmBbD
SqfKF1ovibL HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "name":"Docs-WhatsApp Channel",
    "webhook_url_type":"fqdn",
    "channel":"whatsapp",
    "account_data": [
        {
            "k": "access_token",
            "v": "bXlTdXBlclNlY3JldDEyMw=="
        },
        {
            "k": "app_secret",
```

```
            "v": "bXlBUElLZXk0NTY="
        }
    ],

   "phone_number_id":"3546573434879",
   "business_account_id":"MzQ1Njc4Nzg5MA==",
   "dids": [
        {
            "did_number": "+15567778888",
            "destination_type": "queue",
            "destination_id": "4"

        }
    ],
   "auto_close_session":1,
   "session_expired_time": 5
}
```

- Add a Facebook channel

```
POST /
openapi/v1.0/message_channel/create?access_token=EX8zZM5hdq3krlPcNmBbD
SqfKF1ovibL HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "name":"Docs-Facebook Channel",
    "webhook_url_type":"fqdn",
    "channel":"facebook",
    "account_data": [
        {
            "k": "access_token",
            "v": "bXlTdXBlclNlY3JldDEyMw=="
        },
        {
            "k": "app_secret",
            "v": "bXlBUElLZXk0NTY="
        },
        {
            "k": "page_name",
            "v": "test-facebook-page"
        }
    ],
   "dids": [
        {
```

```
            "did_number": "12345678901234",
            "destination_type": "queue",
            "destination_id": "4"

        }
    ],
   "auto_close_session":1,
   "session_expired_time": 5
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 19
}
```

Add a Live Chat Channel

Add and configure a Live Chat channel.

Request URL

```
POST {base_url}/{api_path}/
message_channel/createlivechat?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
name	Yes	String	Name of the message channel. **Note:** The length must not exceed 63 characters.
website_domain	Yes	String	The domain name of the website where the Live Chat channel will be embedded. **Note:** The length must not exceed 1023 characters.

Parameter	Required	Type	Description
communication_method	Yes	Integer	The interaction mode supported on the Live Chat channel. **Valid value**: • `1`: Chat only. • `2`: Phone call and chat.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (transmitted via API).
destination_id	No	Integer	The ID of the destination. **Note:** • This parameter is REQUIRED when `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.
enable_webrtc_inbound_call	No	Integer	Whether to enable WebRTC inbound call, so that website visitors can make calls through the Live Chat channel. **Valid value**: • `0`: Disable. • `1`: Enable.
webrtc_trunk_id	No	Integer	The ID of the WebRTC trunk. **Note:** • This parameter is REQUIRED when `enable_webrtc_inbound_call` is set to `1`. • You can query the WebRTC trunk ID using Search Specific Trunks (`search_value=webtrunk`).

Parameter	Required	Type	Description
webrtc_inbound_route_id	No	Integer	The ID of the inbound route associated with the WebRTC trunk. **Note:** • This parameter is REQUIRED when `enable_webrtc_inbound_call` is set to `1`. • You can query the inbound route ID using Search Specific Inbound Routes.
max_concurrent_call	Yes	Integer	Set the maximum number of concurrent calls supported on the Live Chat channel. **Valid value**: 1 - 10.
message_type	Yes	Integer	The message type that website visitors can send. **Valid value**: • `1`: Text and emojis. • `2`: Text, emojis, and images.
auto_close_session	No	Integer	Whether to close messaging sessions automatically after a specified period of inactivity. **Valid value**: • `0`: Disable. • `1`: Enable.
session_expired_time	No	Integer	The duration of inactivity after which a session is automatically closed.
session_expired_unit	No	String	Specify the time unit for session expiration. **Note:** This parameter is REQUIRED when `auto_close_session` is set to `1`. **Valid value**: • `minite` • `hour` • `day`
theme_mode	Yes	String	Theme mode of the Live Chat widget. **Valid value**:

Parameter	Required	Type	Description
			• `light` • `dark`
theme_color	Yes	String	Theme color of the Live Chat widget. **Valid value**: 6-digit hexadecimal RGB color value. E.g. `#00DDB3`.
minimize_style	Yes	String	The style of the minimized window. **Valid value**: • `round`: Bubble style. • `bar`: Strip style.
chat_icon	Yes	String	Chat icon of the Live Chat widget. **Valid value**: • `1`: • `2`: • `3`: • `4`: • `5`: • `6`:
default_avatar	No	String	The file name (ID) of the agent avatar. **Note:** To use a custom avatar, upload the avatar image first, then enter the `file` parameter value returned by the upload API in this field.
default_agent_name	Yes	String	Agent name. **Note:** The length must not exceed 63 characters.
show_agent_info	No	Integer	Whether to display the agent information. **Valid value**: • `0`: Not display. • `1`: Display agent name • `2`: Display agent name and avatar.

Parameter	Required	Type	Description
hide_provider_info	No	Integer	Whether to display the service provider's information `Powered by Yeastar` in the Live Chat widget. **Valid value**: • `0`: Display. • `1`: Not display.
language	Yes	String	Specify the display language of the Live Chat channel. **Valid value**: • `BROWSER_LANGUAGE`: Follow website visitor's browser language. • `en`: English • `zh-CN`: 简体中文 (Chinese Simplified) • `zh-TW`: 繁體中文 (Chinese Traditional) • `ar`: العربية (Arabic) • `pt_BR`: Português Brasil (Portuguese Brazil) • `cz`: Čeština (Czech) • `nl`: Nederlands (Dutch) • `fr`: Française (French) • `de`: Deutsch (German) • `he`: עברית (Hebrew) • `it`: Italiano (Italian) • `ja`: 日本語 (Japanese) • `fa`: فارسی (Persian) • `pl`: Polski (Polish) • `pt`: Português (Portuguese) • `ru`: Русский (Russian) • `sl`: Slovenščina (Slovenian) • `es`: Español (Spanish) • `th`: ### (Thai) • `tr`: Türk (Turkish) • `tk`: Türkmenistan (Turkmen) • `uk`: Українська (Ukrainian) • `vi`: Tiếng Việt (Vietnamese)
enable_prechat_form	No	Integer	Whether to enable pre-chat form. **Valid value**: • `0`: Disable. • `1`: Enable.
prechat_form_title	No	String	The title of the pre-chat form. **Note:**

Parameter	Required	Type	Description
			This parameter is REQUIRED when `enable_prechat_form` is set to `1`.
prechat_form_subtitle	No	String	The sub-title of the pre-chat form. **Note:** This parameter is REQUIRED when `enable_prechat_form` is set to `1`.
show_name	No	Integer	Whether to display name field in the pre-chat form. **Note:** When `enable_prechat_form` is set to `1`, at least one of `show_name`, `show_email`, or `show_phone` must be set to `1`. **Valid value**: • `0`: Not display. • `1`: Display.
show_email	No	Integer	Whether to display email address field in the pre-chat form. **Note:** When `enable_prechat_form` is set to `1`, at least one of `show_name`, `show_email`, or `show_phone` must be set to `1`. **Valid value**: • `0`: Not display. • `1`: Display.
show_phone	No	Integer	Whether to display phone number field in the pre-chat form. **Note:** When `enable_prechat_form` is set to `1`, at least one of `show_name`, `show_email`, or `show_phone` must be set to `1`. **Valid value**: • `0`: Not display.

Parameter	Required	Type	Description
			• `1`: Display.
require_name	No	Integer	Whether name is required in the pre-chat form. **Valid value**: • `0`: Optional. • `1`: Required.
require_email	No	Integer	Whether email address is required in the pre-chat form. **Valid value**: • `0`: Optional. • `1`: Required.
require_phone	No	Integer	Whether phone number is required in the pre-chat form. **Valid value**: • `0`: Optional. • `1`: Required.
enable_data_privacy	No	Integer	Whether to enable the data privacy statement. **Valid value**: • `0`: Disable. • `1`: Enable.
data_privacy_content	No	String	The content of the data privacy statement. **Note:** • This parameter is REQUIRED when `enable_data_privacy` is set to `1`. • The length must not exceed 590 characters.
require_data_privacy_consent	No	Integer	Whether explicit consent to the data privacy statement is required. **Valid value**: • `0`: Not required. • `1`: Required.
online_welcome_message	Yes	String	The welcome message automatically sent to website visitors when they enter the chat widget while the system is within business hours and the message destination is available.

Parameter	Required	Type	Description
			Note: The length must not exceed 255 characters.
offline_welcome_message	Yes	String	The welcome message automatically sent to website visitors when they enter the chat widget while the system is outside business hours, or the message destination is not available. **Note:** The length must not exceed 255 characters.
first_reply_message	No	String	The message automatically sent after the website visitor sends their first message, regardless of message type. **Note:** The length must not exceed 255 characters.
session_closed_message	Yes	String	The message automatically sent to website visitors when the chat session ends, either manually closed by agent / website visitor or automatically closed when session timeout is reached. **Note:** The length must not exceed 255 characters.

Response parameters

Table 310.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Table 310. (continued)

Parameter	Type	Description
		• `FAILURE`: Failed.
id	Integer	The unique ID of the message channel.

Examples

Request example

```
POST /
openapi/v1.0/message_channel/createlivechat?access_token=EX8zZM5hdq3krlPcNm
BbDSqfKF1ovibL HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "name": "Docs-LiveChat Channel",
    "website_domain": "www.yeastar.com",
    "type": "livechat",
    "channel": "livechat",
    "communication_method": 2,
    "destination_type": "extension",
    "destination_id": 137,
    "enable_webrtc_inbound_call": 1,
    "webrtc_trunk_id": 3,
    "webrtc_inbound_route_id": 3,
    "max_concurrent_call": 5,
    "message_type": 2,
    "auto_close_session": 1,
    "session_expired_unit": "day",
    "session_expired_time": 1,

    "theme_mode": "light",
    "theme_color": "#00DDB3",
    "minimize_style": "bar",
    "chat_icon": "6",
    "default_avatar": "",
    "default_agent_name": "Support",
    "show_agent_info": 0,
    "hide_provider_info": 0,

    "language": "BROWSER_LANGUAGE",
    "enable_prechat_form": 1,
    "prechat_form_title": "Hello #",
```

```
    "prechat_form_subtitle": "Please fill in the form below before starting
 the chat.",
    "show_email": 1,
    "show_name": 1,
    "show_phone": 1,
    "require_name": 1,
    "require_phone": 0,
    "require_email": 0,

    "enable_data_privacy": 1,
    "data_privacy_content": "<p>We need to store and process your personal
 data to provide you with the requested content. For detailed information
 about our privacy practices and our commitment to protecting your privacy,
 please check our Privacy Policy.</p>",
    "require_data_privacy_consent": 1,

    "online_welcome_message": "Hello! How can we help you?",
    "offline_welcome_message": "We are away, leave us a message!",
    "first_reply_message": "Hello, thank you for contacting us. We have
 received your message.",
    "session_closed_message": "This chat session has ended. Please feel
 free to contact us if you have any further questions."
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 219
}
```

Edit a Message Channel

Edit a message channel.

> **Note:**
> This API endpoint can be used to edit an SMS channel, WhatsApp channel, or Facebook channel. To edit a Live Chat channel, see Edit a Live Chat Channel.

Request URL

```
POST {base_url}/{api_path}/message_channel/update?access_token={access_token}
```

Request parameters

Send different request parameters according to different types of message channel.

- Edit an SMS channel
- Edit a WhatsApp channel
- Edit a Facebook channel

Edit an SMS channel

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message channel. **Note:** You can query the message channel ID using Search Specific Message Channels.
name	No	String	Message channel name. **Note:** The length must not exceed 127 characters.
webhook_url_type	No	String	The type of domain used in the Webhook URL. **Valid value**: • `fqdn` • `nat`
account_data	No	Array<Auth_Info>	The data required by the service provider for message channel connection.
send_rate	No	Integer	Specify the number of messages that PBX can send per second via the message channel.
auto_close_session	No	Integer	Whether to automatically close a message session after it has been inactive for a specified period of time.

Parameter	Required	Type	Description
session_expired_time	No	Integer	The duration of inactivity (in days) after which a session is automatically closed.
accompanying_msg	No	String	The accompanying text content for chat file. **Note:** This parameter is REQUIRED when creating an Apidaze SMS channel.
dids	No	Array<Msg_Routing>	Define the message routing rule by adding the DID number(s), setting message destination, and specifying members that are allowed to initiate message sessions via specified DID number.

Auth_Info

> **Note:**
> Provide the required parameter values according to the requirements of different SMS service providers.

Parameter	Required	Type	Description
k	Yes	String	The name of the key field required by the service provider. **Valid value**: • For **General** / **Athenna** / **IXICA** / **Vetta** ◦ `api_key` ◦ `api_secret` (Optional) ◦ `api_verify_url` (Optional): API endpoint for authentication verification. ◦ `api_send_url`: API endpoint for sending messages. • For **Apidaze** ◦ `api_key` ◦ `api_secret` • For **Bandwidth** ◦ `application_id` ◦ `account_id` ◦ `username`

Parameter	Required	Type	Description
			◦ `password` • For **Flowroute** / **SIPTRUNK** ◦ `access_key` ◦ `secret_key` • For **Skyetel** ◦ `sid_key` ◦ `secret_key` • For **Telnyx** ◦ `api_key` ◦ `public_key` • For **Twilio** ◦ `account_sid` ◦ `auth_token` • For **VoiceMeUp** ◦ `username` ◦ `auth_token`
v	Yes	String	The value associated with the key field `k`. **Valid value**: • If `k` is `api_verify_url` or `api_send_url`, enter the API endpoint as `https://{{your-endpoint}}`. • For all other key fields, enter the key value in **Base64-encoded** format.

Msg_Routing

> **Important:**
> Always submit all fields you wish to retain, as partial updates are not supported. Fields omitted from the request body will be cleared or reset to default values.

Parameter	Required	Type	Description
id	No	Integer	The unique ID of an existing DID number. **Note:**

Parameter	Required	Type	Description
			• This parameter is REQUIRED when updating an existing DID number entry. • You can query the number ID using Query Information of a Message Channel.
did_number	Yes	String	The DID number associated with the message channel.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (via API).
destination_id	No	String	The unique ID of destination to which inbound messages are sent. **Note:** • This parameter is REQUIRED when the `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.
members	No	Array<Members>	The members that are allowed to initiate message sessions using the DID number.

Members

Parameter	Required	Type	Description
type	Yes	String	Member type. **Valid value**:

Parameter	Required	Type	Description
			• `extension` • `ext_group` • `organization`
value	Yes	String	The unique ID of the member. **Note:** You can query the member ID using Get Menu Options (`menu=extension/ext_group/org_list`).

Edit a WhatsApp channel

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message channel. **Note:** You can query the message channel ID using Search Specific Message Channels.
name	No	String	Message channel name. **Note:** The length must not exceed 127 characters.
webhook_url_type	No	String	The type of domain used in the Webhook URL. **Valid value**: • `fqdn` • `nat`
account_data	No	Array<Auth_Info>	The data required by the service provider for message channel connection.
phone_number_id	No	String	The ID of the WhatsApp phone number. **Note:** The length must not exceed 31 characters.

Parameter	Required	Type	Description
business_account_id	No	String	The ID of the WhatsApp business account. **Note:** • The value should be passed in **Base64-encoded** format. • The length must not exceed 500 characters.
dids	No	Array<Msg_Routing>	Define the message routing rule by adding the WhatsApp phone number, setting message destination, and specifying members that are allowed to initiate message sessions via the phone number.
auto_close_session	No	Integer	Whether to automatically close a message session after it has been inactive for a specified period of time.
session_expired_time	No	Integer	The duration of inactivity (in days) after which a session is automatically closed.

Auth_Info

Parameter	Required	Type	Description
k	Yes	String	The name of the key field required by the service provider. **Valid value**: • `access_token` • `app_secret`
v	Yes	String	The value associated with the key field `k`. **Note:** The value should be passed in **Base64-encoded** format.

Msg_Routing

Parameter	Required	Type	Description
did_number	Yes	String	The WhatsApp phone number in E.164 format.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (via API).
destination_id	No	String	The unique ID of destination to which inbound messages are sent. **Note:** • This parameter is REQUIRED when the `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.
members	No	Array<Members>	The members that are allowed to initiate message sessions via the WhatsApp phone number.

Members

Parameter	Required	Type	Description
type	Yes	String	Member type. **Valid value**: • `extension` • `ext_group` • `organization`
value	Yes	String	The unique ID of the member. **Note:**

Parameter	Required	Type	Description
			You can query the member ID using Get Menu Options (`menu=extension/ext_group/org_list`).

Edit a Facebook channel

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message channel. **Note:** You can query the message channel ID using Search Specific Message Channels.
name	No	String	Message channel name. **Note:** The length must not exceed 127 characters.
webhook_url_type	No	String	The type of domain used in the Webhook URL. **Valid value**: • `fqdn` • `nat`
account_data	No	Array<Auth_Info>	The data required by the service provider for message channel connection.
dids	No	Array<Msg_Routing>	Define the message routing rule by adding the Facebook page ID and setting message destination.
auto_close_session	No	Integer	Whether to automatically close a message session after it has been inactive for a specified period of time.
session_expired_time	No	Integer	The duration of inactivity (in days) after which a session is automatically closed.

Auth_Info

Parameter	Required	Type	Description
k	Yes	String	The name of the key field required by the service provider. **Valid value**: • `access_token` • `app_secret` • `page_name`
v	Yes	String	The value associated with the key field `k`. **Note:** For `access_token` and `app_secret` fields, enter the value in **Base64-encoded** format.

Msg_Routing

Parameter	Required	Type	Description
did_number	Yes	String	Facebook page ID.
destination_type	Yes	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (via API).
destination_id	No	String	The unique ID of destination to which inbound messages are sent. **Note:** • This parameter is REQUIRED when the `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.

Response parameters

Table 311.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change the destination of a DID number (ID: 5) in an SMS channel (ID: 267).

```
POST /
openapi/v1.0/message_channel/update?access_token=ybE6c2R2617EOQnaLAWaoiUEbC
1NvTug HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "id":267,
    "dids":[
      {
        "id":5,
        "did_number":"+12125551234",
        "destination_type":"api",        //Change destination to
 Third-party message analytics platform (transmitted via API).
        "members":
         [
           {
              "type":"organization",
              "value":"3"
            },
            {
```

```
                "type":"extension",
                "value":"137"
            }
          ]

      },
    //  All entries must be included in the update request; otherwise,
 missing entries will be cleared.
    {
        "id":3,
        "did_number":"+442079460857",
        "destination_type":"extension",
        "destination_id":"137",
        "members":[
            {
              "type":"extension",
              "value":"137"
            }
          ]
      }
   ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Edit a Live Chat Channel

Edit a Live Chat channel.

Request URL

```
POST {base_url}/{api_path}/
message_channel/updatelivechat?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the Live Chat channel.

Parameter	Required	Type	Description
			Note: You can query the Live Chat channel ID using Search Specific Message Channels.
name	No	String	Name of the message channel. **Note:** The length must not exceed 63 characters.
website_domain	No	String	The domain name of the website where the Live Chat channel will be embedded. **Note:** The length must not exceed 1023 characters.
communication_method	No	Integer	The interaction mode supported on the Live Chat widget. **Valid value**: • `1`: Chat only. • `2`: Phone call and chat.
destination_type	No	String	The type of the destination. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform (transmitted via API).
destination_id	No	Integer	The ID of the destination. **Note:** • This parameter is REQUIRED when `destination_type` is set to `extension` or `queue`. • You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues.

Parameter	Required	Type	Description
enable_webrtc_inbound_call	No	Integer	Whether to enable WebRTC inbound call, so that website visitors can make calls through the Live Chat channel. **Valid value**: • `0`: Disable. • `1`: Enable.
webrtc_trunk_id	No	Integer	The ID of the WebRTC trunk. **Note:** • This parameter is REQUIRED when `enable_webrtc_inbound_call` is set to `1`. • You can query the WebRTC trunk ID using Search Specific Trunks (`search_value=webtrunk`).
webrtc_inbound_route_id	No	Integer	The ID of the inbound route associated with the WebRTC trunk. **Note:** • This parameter is REQUIRED when `enable_webrtc_inbound_call` is set to `1`. • You can query the inbound route ID using Search Specific Inbound Routes.
max_concurrent_call	No	Integer	Set the maximum number of concurrent calls supported on the Live Chat channel. **Valid value**: 1 - 10.
message_type	No	Integer	The message type that website visitors can send. **Valid value**: • `1`: Text and emojis. • `2`: Text, emojis, and images.
auto_close_session	No	Integer	Whether to close messaging sessions automatically after a specified period of inactivity. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable. • `1`: Enable.
session_expired_time	No	Integer	The duration of inactivity after which a session is automatically closed.
session_expired_unit	No	String	Specify the time unit for session expiration. **Note:** This parameter is REQUIRED when `auto_close_session` is set to `1`. **Valid value**: • `minite` • `hour` • `day`
theme_mode	No	String	Theme mode of the Live Chat widget. **Valid value**: • `light` • `dark`
theme_color	No	String	Theme color of the Live Chat widget. **Valid value**: 6-digit hexadecimal RGB color value. E.g. `#00DDB3`.
minimize_style	No	String	The style of the minimized window. **Valid value**: • `round`: Bubble style. • `bar`: Strip style.
chat_icon	No	String	Chat icon of the Live Chat widget. **Valid value**: • `1`: • `2`: • `3`: • `4`: • `5`: • `6`:
default_avatar	No	String	The file name (ID) of the agent avatar.

Parameter	Required	Type	Description
			Note: To use a custom avatar, upload the avatar image first, then enter the `file` parameter value returned by the upload API in this field.
default_agent_name	No	String	Agent name. **Note:** The length must not exceed 63 characters.
show_agent_info	No	Integer	Whether to display the agent information. **Valid value**: • `0`: Not display. • `1`: Display agent name • `2`: Display agent name and avatar.
hide_provider_info	No	Integer	Whether to display the service provider's information `Powered by Yeastar` in the Live Chat widget. **Valid value**: • `0`: Display. • `1`: Not display.
language	No	String	Specify the display language of the Live Chat channel. **Valid value**: • `BROWSER_LANGUAGE`: Follow website visitor's browser language. • `en`: English • `zh-CN`: 简体中文 (Chinese Simplified) • `zh-TW`: 繁體中文 (Chinese Traditional) • `ar`: العربية (Arabic) • `pt_BR`: Português Brasil (Portuguese Brazil) • `cz`: Čeština (Czech) • `nl`: Nederlands (Dutch) • `fr`: Française (French) • `de`: Deutsch (German) • `he`: עברית (Hebrew) • `it`: Italiano (Italian) • `ja`: 日本語 (Japanese) • `fa`: فارسی (Persian) • `pl`: Polski (Polish) • `pt`: Português (Portuguese)

Parameter	Required	Type	Description
			• `ru`: Русский (Russian) • `sl`: Slovenščina (Slovenian) • `es`: Español (Spanish) • `th`: ### (Thai) • `tr`: Türk (Turkish) • `tk`: Türkmenistan (Turkmen) • `uk`: Українська (Ukrainian) • `vi`: Tiếng Việt (Vietnamese)
enable_prechat_form	No	Integer	Whether to enable pre-chat form. **Valid value**: • `0`: Disable. • `1`: Enable.
prechat_form_title	No	String	The title of the pre-chat form. **Note:** This parameter is REQUIRED when `enable_prechat_form` is set to `1`.
prechat_form_subtitle	No	String	The sub-title of the pre-chat form. **Note:** This parameter is REQUIRED when `enable_prechat_form` is set to `1`.
show_name	No	Integer	Whether to display name field in the pre-chat form. **Note:** When `enable_prechat_form` is set to `1`, at least one of `show_name`, `show_email`, or `show_phone` must be set to `1`. **Valid value**: • `0`: Not display. • `1`: Display.
show_email	No	Integer	Whether to display email address field in the pre-chat form. **Note:**

Parameter	Required	Type	Description
			When `enable_prechat_form` is set to `1`, at least one of `show_name`, `show_email`, or `show_phone` must be set to `1`. **Valid value**: • `0`: Not display. • `1`: Display.
show_phone	No	Integer	Whether to display phone number field in the pre-chat form. **Note:** When `enable_prechat_form` is set to `1`, at least one of `show_name`, `show_email`, or `show_phone` must be set to `1`. **Valid value**: • `0`: Not display. • `1`: Display.
require_name	No	Integer	Whether name is required in the pre-chat form. **Valid value**: • `0`: Optional. • `1`: Required.
require_email	No	Integer	Whether email address is required in the pre-chat form. **Valid value**: • `0`: Optional. • `1`: Required.
require_phone	No	Integer	Whether phone number is required in the pre-chat form. **Valid value**: • `0`: Optional. • `1`: Required.
enable_data_privacy	No	Integer	Whether to enable the data privacy statement. **Valid value**: • `0`: Disable. • `1`: Enable.

Parameter	Required	Type	Description
data_privacy_content	No	String	The content of the data privacy statement. **Note:** • This parameter is REQUIRED when `enable_data_privacy` is set to `1`. • The length must not exceed 590 characters.
require_data_privacy_consent	No	Integer	Whether explicit consent to the data privacy statement is required. **Valid value**: • `0`: Not required. • `1`: Required.
online_welcome_message	No	String	The welcome message automatically sent to website visitors when they enter the chat widget while the system is within business hours and the message destination is available. **Note:** The length must not exceed 255 characters.
offline_welcome_message	No	String	The welcome message automatically sent to website visitors when they enter the chat widget while the system is outside business hours, or the message destination is not available. **Note:** The length must not exceed 255 characters.
first_reply_message	No	String	The message automatically sent after the website visitor sends their first message, regardless of message type. **Note:** The length must not exceed 255 characters.
session_closed_message	No	String	The message automatically sent to website visitors when the chat session ends, either manually closed by agent / website visitor or automatically closed when session timeout is reached.

Parameter	Required	Type	Description
			Note: The length must not exceed 255 characters.

Response parameters

Table 312.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update the agent avatar of a Live Chat channel (ID: 266).

```
POST /
openapi/v1.0/message_channel/updatelivechat?access_token=rkM38ZxbNvhdXtGGyD
37e4PlLEVrbcxB HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "id": 266,
    "default_avatar":"livechat-a827b53f-9c51-4778-82e0-5afe2b174656"
}
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Message Channel

Delete a specific message channel.

Request URL

```
GET {base_url}/{api_path}/
message_channel/delete?id={id}&access_token={access_token}
```

Request parameters

Table 313.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message channel. **Note:** You can query the message channel ID using Search Specific Message Channels.

Response parameters

Table 314.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/message_channel/delete?id=267&access_token=QBodO1FdHPhrlVa1jIE
13ZuZ6iV0Yinh HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Message Queue

Query Message Queue List

Query the message queue list.

Request URL

```
GET {base_url}/{api_path}/message_queue/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the message queues.
list	Array<Msg_Queue>	The information of the message queues.

Msg_Queue

Parameter	Type	Description
id	Integer	The unique ID of the message queue.
name	String	The name of the message queue.

Examples

Request example

```
GET /
openapi/v1.0/message_queue/list?access_token=FdOMCWyxiQLAF9r9JqHg0fTCecqtp6
Vo&page=1&page_size=5 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 11,
    "list": [
        {
            "id": 3,
            "name": "PreSales Consult Queue"
        },
        {
            "id": 4,
            "name": "After Sales Service Queue"
        },
```

```
        {
            "id": 5,
            "name": "Technical Support Queue"
        },
        {
            "id": 6,
            "name": "Customer Care Queue"
        },
        {
            "id": 13,
            "name": "Product Feedback Queue"
        }
    ]
}
```

Search Specific Message Queues

Search for specific message queues.

Request URL

```
GET {base_url}/{api_path}/message_queue/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the searched message queues.
list	Array<Msg_Queue>	The information of the message queues.

Msg_Queue

Parameter	Type	Description
id	Integer	The unique ID of the message queue.
name	String	The name of the message queue.

Examples

Request example

```
GET /
openapi/v1.0/message_queue/search?access_token=FdOMCWyxiQLAF9r9JqHg0fTCecqt
p6Vo&page=1&page_size=5&search_value=Sales HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "list": [
        {
            "id": 3,
            "name": "PreSales Consult Queue"
        },
        {
            "id": 4,
            "name": "After Sales Service Queue"
        }
    ]
```

```
}
```

Query Information of a Message Queue

Query the detailed information of a specific message queue.

Request URL

```
GET {base_url}/{api_path}/message_queue/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message queue. **Note:** You can query the message queue ID using Search Specific Message Queues.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Msg_Queue>	The detailed information of the message queue.

Msg_Queue

Parameter	Type	Description
id	Integer	The unique ID of the message queue.
name	String	The name of the message queue.
members	Array<Members >	The information of the agents in the message queue.
assignment_mode	String	The assignment mode of chat sessions sent to the message queue. • `none`: Agents cannot pick up sessions. • `auto`: The first agent to respond will automatically pick up the session. • `manual`: Agents can take over the session by clicking the **Pick Up** button.

Members

Parameter	Type	Description
id	Integer	The ID of the agent.
extension_id	Integer	The ID of the agent's extension.
ext_num	String	The number of the agent's extension.
caller_id_name	String	The name of the agent.

Examples

Request example

```
GET /
openapi/v1.0/message_queue/get?id=3&access_token=N0BNItIvHFIHYruFE0EHoyqWsl
8TflrJ HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 3,
        "name": "PreSales Consult Queue",
        "members": [
```

```
            {
                "id": 7,
                "extension_id": 39,
                "ext_num": "59996",
                "caller_id_name": "James Smith"
            },
            {
                "id": 8,
                "extension_id": 23,
                "ext_num": "59998",
                "caller_id_name": "Robert Williams"
            },
            {
                "id": 9,
                "extension_id": 10,
                "ext_num": "59999",
                "caller_id_name": "Michael Brown"
            }
        ],
        "assignment_mode": "manual"
    }
}
```

Query Information of Multiple Message Queues

Query the detailed information of multiple message queues.

Request URL

```
GET {base_url}/{api_path}/message_queue/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the message queue(s). **Note:** • You can query the message queue ID using Search Specific Message Queues. • Use commas to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
list	Array<Msg_Queue>	The detailed information of the message queues.

Msg_Queue

Parameter	Type	Description
id	Integer	The unique ID of the message queue.
name	String	The name of the message queue.
members	Array<Members>	The information of the agents in the message queue.
assignment_mode	String	The assignment mode of chat sessions sent to the message queue. • `none`: Agents cannot pick up sessions. • `auto`: The first agent to respond will automatically pick up the session. • `manual`: Agents can take over the session by clicking the **Pick Up** button.

Members

Parameter	Type	Description
id	Integer	The ID of the agent.
extension_id	Integer	The ID of the agent's extension.
ext_num	String	The number of the agent's extension.

Parameter	Type	Description
caller_id_name	String	The name of the agent.

Examples

Request example

```
GET /
openapi/v1.0/message_queue/query?ids=3,4&access_token=MWB7Ka8nIT32AmO0a5K5P
vGx7Iz43mG7 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
        "id": 3,
        "name": "PreSales Consult Queue",
        "members": [
            {
                "id": 7,
                "extension_id": 39,
                "ext_num": "59996",
                "caller_id_name": "James Smith"
            },
            {
                "id": 8,
                "extension_id": 23,
                "ext_num": "59998",
                "caller_id_name": "Robert Williams"
            },
            {
                "id": 9,
                "extension_id": 10,
                "ext_num": "59999",
                "caller_id_name": "Michael Brown"
            }
        ],
          "assignment_mode": "manual"
        },
```

```
        {
            "id": 4,
            "name": "After Sales Service Queue",
            "members": [
                {
                    "id": 10,
                    "extension_id": 6,
                    "ext_num": "5000",
                    "caller_id_name": "Jessica Carter"
                },
                {
                    "id": 16,
                    "extension_id": 15,
                    "ext_num": "5001",
                    "caller_id_name": "Emily Foster"
                },
                {
                    "id": 107,
                    "extension_id": 24,
                    "ext_num": "5002",
                    "caller_id_name": "David Parker"
                },
                {
                    "id": 108,
                    "extension_id": 29,
                    "ext_num": "5003",
                    "caller_id_name": "Sarah Bennett"
                },
                {
                    "id": 110,
                    "extension_id": 55,
                    "ext_num": "5013",
                    "caller_id_name": "Andrew Thompson"
                }
            ],
            "assignment_mode": "manual"
        }
    ]
}
```


Add a Message Queue

Add a message queue, including setting chat assignment mode, as well as assigning agents for the queue.

Request URL

```
POST {base_url}/{api_path}/message_queue/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
name	Yes	String	The name of the message queue.
assignment_mode	Yes	String	The assignment mode of chat sessions sent to the message queue. **Valid value**: • `none`: Agents cannot pick up sessions. • `auto`: The first agent to respond will automatically pick up the session. • `manual`: Agents can take over the session by clicking the **Pick Up** button.
members	Yes	Array<Members>	The agents in the message queue.

Members

Parameter	Required	Type	Description
extension_id	Yes	Integer	The unique ID of the agent's extension. **Note:** You can query the extension ID using Search Specific Extensions.

Response parameters

Table 315.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 315. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the message queue.

Examples

Request example

```
POST /
openapi/v1.0/message_queue/create?access_token=BkkrLotuuRnrxaOYAFXXshPz1Ot1
OeCd HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json

{
    "name":"docs-message-queue",
    "assignment_mode":"auto",
    "members":[
        {"extension_id":137},
        {"extension_id":138}
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 20
}
```

Edit a Message Queue

Update the settings of a specific message queue.

Request URL

```
POST {base_url}/{api_path}/message_queue/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message queue. **Note:** You can query the message queue ID using Search Specific Message Queues.
name	No	String	The name of the message queue.
assignment_mode	No	String	The assignment mode of chat sessions sent to the message queue. **Valid value**: • `none`: Agents cannot pick up sessions. • `auto`: The first agent to respond will automatically pick up the session. • `manual`: Agents can take over the session by clicking the **Pick Up** button.
members	No	Array<Members>	The agents in the message queue.

Members

Important:
All original entries you wish to retain must be submitted, as partial updates are not supported.

Parameter	Required	Type	Description
id	No	Integer	The unique ID of the agent. **Note:** • This parameter is REQUIRED updating an existing entry. • You can query the existing agent ID using Query

Parameter	Required	Type	Description
			Information of a Message Queue.
extension_id	Yes	Integer	The unique ID of the agent's extension. **Note:** You can query the extension ID using Search Specific Extensions.

Response parameters

Table 316.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Add an agent (ID: 26) to a message queue (ID: 20).

```
POST /
openapi/v1.0/message_queue/update?access_token=BkkrLotuuRnrxaOYAFXXshPz1Ot1
OeCd HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
   "id":20,
```

```
   "members":[
        {"extension_id":137},
        {"extension_id":138}, //Retain all original agents; otherwise,
 existing settings will be overwritten.
        {"extension_id":26}
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Message Queue

Delete a specific message queue.

Request URL

```
GET {base_url}/{api_path}/
message_queues/delete?id={id}&access_token={access_token}
```

Request parameters

Table 317.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a message queue. **Note:** You can query the message queue ID using Search Specific Message Queues.

Response parameters

Table 318.

Parameter	Type	Description
errcode	Integer	Returned error code.

Table 318. (continued)

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/message_queue/delete?id=2&access_token=3pLZ96FkWJxfYsOEIMokkGj
WMMWT6g4g HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Messaging Campaign

Query Message Campaign List

Query the information of all message campaigns.

Request URL

```
GET {base_url}/{api_path}/message_campaign/list?access_token={access_token}
```

Request parameters

Table 319.

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.

Response parameters

Table 320.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of message campaigns.
data	Array <MSGCampaign_Info>	The information of message campaigns.

MSGCampaign_Info

Parameter	Type	Description
id	Integer	The ID of the message campaign.
name	String	The name of the message campaign.
status	String	The status of the message campaign. • `draft`: The campaign is saved as a draft. • `scheduled`: The campaign is scheduled to be sent at the specified time.

Parameter	Type	Description
		• `pending`: The campaign is waiting to send messages because another campaign is in progress. • `executing`: The campaign is currently sending messages. • `completed`: The campaign has completed sending all messages. • `stop`: The campaign was unexpectedly stopped due to a system issue, such as system restart, subscription issue, etc. • `retrying`: The campaign is retrying to send messages.
channel_type	String	The type of message channel used by the campaign. • `sms`: SMS channel. • `whatsapp`: WhatsApp channel.
channel_name	String	The name of the message channel used by the campaign.
sender	String	The number used to send messages.
recipient_type	String	The method used to add recipients to the campaign. • `input`: Add recipients by manual input or file import. • `phonebook`: Add recipients from a specified phonebook.
recipient_name	String	The name of the phonebook where the recipients' numbers are stored.
recipient_num_type	String	The type of phone number field from which to retrieve the recipient's number in the specified phonebook.
send_type	String	When the campaign message should be sent. • `immediately`: Messages are sent as soon as the campaign is saved. • `schedule`: Messages are sent at a scheduled time. • `draft`: The campaign is saved as a draft and no messages are sent.
send_time	Integer	The timestamp of the scheduled time when the campaign messages should be sent.
send_mode	String	The sending mode of the campaign.

Parameter	Type	Description
		• `new_session`: New sessions will be created and assigned to a specified destination when sending campaign messages. • `direct`: Messages will be sent directly without creating new sessions.
result_count	String	The sending result of the campaign. **Format**: `failed_count/total_count`
response_rate	String	The response rate of the campaign messages.

Example

Request example

```
GET /
openapi/v1.0/message_campaign/list?access_token=3pLZ96FkWJxfYsOEIMokkGjWMMW
T6g4g&page=1&page_size=20 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "list": [
        {
            "id": 5,
            "name": "VIP Discount Campaign",
            "status": "completed",
            "channel_type": "sms",
            "channel_name": "SMS channel",
            "sender": "+14102161183",
            "recipient_type": "phonebook",
            "recipient_name": "VIP_Contacts_Phonebook",
            "recipient_num_type": "business_number",
            "send_type": "immediately",
            "send_time": 1753250650,
            "send_mode": "direct",
            "result_count": "2/2",
            "response_rate": "0%"
        },
        {
```

```
            "id": 2,
            "name": "July Promotion",
            "status": "completed",
            "channel_type": "sms",
            "channel_name": "SMS channel",
            "sender": "+1243546576",
            "recipient_type": "input",
            "recipient_name": "",
            "recipient_num_type": "",
            "send_type": "immediately",
            "send_time": 1753172394,
            "send_mode": "new_session",
            "result_count": "10/10",
            "response_rate": "0%"
        },
        {
            "id": 1,
            "name": "June Promotion",
            "status": "completed",
            "channel_type": "sms",
            "channel_name": "SMS channel",
            "sender": "+1243546576",
            "recipient_type": "phonebook",
            "recipient_name": "Company A Customer",
            "recipient_num_type": "business_number",
            "send_type": "immediately",
            "send_time": 1753163109,
            "send_mode": "new_session",
            "result_count": "6/6",
            "response_rate": "0%"
        }
    ]
}
```


Search Specific Message Campaigns

Search specific message campaigns.

Request URL

```
GET {base_url}/{api_path}/message_campaign/search?access_token={access_token}
```

Request parameters

Table 321.

Parameter	Required	Type	Description
page	Yes	Integer	Define which page is displayed.
page_size	Yes	Integer	Define how many records per page.
search_value	No	String	Search keyword.

Response parameters

Table 322.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the queried message campaign.
data	Array <MSGCampaign_Info>	The information of message campaigns.

MSGCampaign_Info

Parameter	Type	Description
id	Integer	The ID of the message campaign.
name	String	The name of the message campaign.
status	String	The status of the message campaign. • `draft`: The campaign is saved as a draft. • `scheduled`: The campaign is scheduled to be sent at the specified time.

Parameter	Type	Description
		• `pending`: The campaign is waiting to send messages because another campaign is in progress. • `executing`: The campaign is currently sending messages. • `completed`: The campaign has completed sending all messages. • `stop`: The campaign was unexpectedly stopped due to a system issue, such as system restart, subscription issue, etc. • `retrying`: The campaign is retrying to send messages.
channel_type	String	The type of message channel used by the campaign. • `sms`: SMS channel. • `whatsapp`: WhatsApp channel.
channel_name	String	The name of the message channel used by the campaign.
sender	String	The number used to send messages.
recipient_type	String	The method used to add recipients to the campaign. • `input`: Add recipients by manual input or file import. • `phonebook`: Add recipients from a specified phonebook.
recipient_name	String	The name of the phonebook where the recipients' numbers are stored.
recipient_num_type	String	The type of phone number field from which to retrieve the recipient's number in the specified phonebook.
send_type	String	When the campaign message should be sent. • `immediately`: Messages are sent as soon as the campaign is saved. • `schedule`: Messages are sent at a scheduled time. • `draft`: The campaign is saved as a draft and no messages are sent.
send_time	Integer	The timestamp of the scheduled time when the campaign messages should be sent.
send_mode	String	The sending mode of the campaign.

Parameter	Type	Description
		• `new_session`: New sessions will be created and assigned to a specified destination when sending campaign messages. • `direct`: Messages will be sent directly without creating new sessions.
result_count	String	The sending result of the campaign. **Format**: `failed_count/total_count`
response_rate	String	The response rate of the campaign messages.

Examples

Request example

```
GET /
openapi/v1.0/message_campaign/search?access_token=3pLZ96FkWJxfYsOEIMokkGjWM
MWT6g4g&search_value=promotion&page=1&page_size=20 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "list": [
     {
            "id": 2,
            "name": "July Promotion",
            "status": "completed",
            "channel_type": "sms",
            "channel_name": "SMS channel",
            "sender": "+1243546576",
            "recipient_type": "input",
            "recipient_name": "",
            "recipient_num_type": "",
            "send_type": "immediately",
            "send_time": 1753172394,
            "send_mode": "new_session",
            "result_count": "10/10",
            "response_rate": "0%"
        },
        {
```

```
            "id": 1,
            "name": "June Promotion",
            "status": "completed",
            "channel_type": "sms",
            "channel_name": "SMS channel",
            "sender": "+1243546576",
            "recipient_type": "phonebook",
            "recipient_name": "Company A Customer",
            "recipient_num_type": "business_number",
            "send_type": "immediately",
            "send_time": 1753163109,
            "send_mode": "new_session",
            "result_count": "6/6",
            "response_rate": "0%"
        }
    ]
}
```

Query Information of a Message Campaign

Query the detailed information of a message campaign.

Request URL

```
GET {base_url}/{api_path}/message_campaign/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the message campaign. **Note:** You can query message campaign ID using Search Specific Message Campaigns.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object <MSGCampaign_DetailInfo>	The detailed information of a message campaign.

MSGCampaign_DetailInfo

Parameter	Type	Description
id	Integer	The ID of the message campaign.
name	String	The name of the message campaign.
channel_type	String	The type of message channel used by the campaign. • `sms`: SMS channel. • `whatsapp`: WhatsApp channel.
omnichannel_id	Integer	The ID of the message channel used by the campaign.
sender	String	The number used to send messages.
recipient_type	String	The method used to add recipients to the campaign. • `input`: Add recipients by manual input or file import. • `phonebook`: Add recipients from a specified phonebook.
recipient_id	Integer	The ID of the phonebook where the recipients' phone number are stored.
recipient_num_type	String	The type of phone number field from which to retrieve the recipient's number in the specified phonebook.
send_type	String	When the campaign message should be sent. • `immediately`: Messages are sent as soon as the campaign is saved. • `schedule`: Messages are sent at a scheduled time.

Parameter	Type	Description
		• `draft`: The campaign is saved as a draft and no messages are sent.
send_time	Integer	The timestamp of the scheduled time when the campaign messages should be sent.
send_mode	String	The sending mode of the campaign. • `new_session`: New sessions will be created and assigned to a specified destination when sending campaign messages. • `direct`: Messages will be sent directly without creating new sessions.
assign_to_type	String	The type of the destination to which new campaign sessions will be assigned. • `extension`: Extension. • `queue`: Message queue.
assign_to_id	Integer	The ID of the destination to which new campaign sessions will be assigned.
content_type	String	The type of the message content. • `text`: Text. • `document`: File. • `template`: WhatsApp message template.
content	String	Message content.
number_list	Array <Number_List>	The list of numbers added by manual input or file import.
msg_param	String	Message parameters, which contains the parameters to be filled into the WhatsApp message template, in JSON-formatted string. **Note:** This parameter is returned only when a WhatsApp message template is used in the campaign.

Number_List

Parameter	Type	Description
id	Integer	The ID of the phone number.

Parameter	Type	Description
number	String	Phone number.

Example

Request example

```
GET /
openapi/v1.0/message_campaign/get?access_token=3pLZ96FkWJxfYsOEIMokkGjWMMWT
6g4g&id=5 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example


```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "id": 255,
        "name": "WhatsAPP Message Campaign",
        "channel_type": "whatsapp",
        "omnichannel_id": 1,
        "sender": 1,
        "recipient_type": "input",
        "send_type": "schedule",
        "send_time": 1753898766,
        "send_mode": "new_session",
        "assign_to_type": "extension",
        "assign_to_id": 2,
        "content_type": "template",
        "content":
 "{\"id\":1773,\"template_id\":\"1293546285747227\",\"name\":\"docstest\",\
"parameter_format\":\"NAMED\",\"components\":[{\"type\":\"HEADER\",\"forma
t\":\"IMAGE\"},{\"type\":\"BODY\",\"text\":\"Hello! #\\n\\nAs a
 valued  {{customer_tier}} member, we're excited to share a special
 {{offer_type}} with you! #\\nEnjoy {{offer_details}}—available
 until {{expiry_date}}.\\n\\nIf you have any questions or
 want to redeem your offer, simply reply to this message or
 contact our team.\\n\\nThank you for choosing {{company_name}}!
 #\"},{\"type\":\"BUTTONS\",\"buttons\":[{\"type\":\"FLOW\",\"text\":\"Rede
em
 Offer\",\"flow_id\":657693363952373,\"flow_action\":\"NAVIGATE\",\"navigat
e_screen\":\"SIGN_UP\"},{\"type\":\"URL\",\"text\":\"Visit
 website\",\"url\":\"https://test.com/\"},{\"type\":\"VOICE_CALL\",\"text\"
```

```
:\"Contact
 us\"}]}],\"language\":\"en\",\"category\":\"MARKETING\",\"sub_category\":\
"CUSTOM\",\"omnichannel_id\":1}",
        "number_list": [
            {
                "id": 8007,
                "number": "+12025550101"
            },
            {
                "id": 8006,
                "number": "+12025550102"
            },
            {
                "id": 8005,
                "number": "+12025550103"
            },
            {
                "id": 8004,
                "number": "+12025550104"
            },
            {
                "id": 8003,
                "number": "+12025550105"
            },
            {
                "id": 8002,
                "number": "+12025550106"
            },
            {
                "id": 8001,
                "number": "+12025550107"
            },
            {
                "id": 8000,
                "number": "+12025550108"
            },
            {
                "id": 7999,
                "number": "+12025550109"
            },
            {
                "id": 7998,
                "number": "+12025550110"
            }
        ],
```

```
        "msg_param":
 "{\"id\":1773,\"template_id\":\"1293546285747227\",\"name\":\"docstest\",\
"language\":{\"code\":\"en\"},\"components\":[{\"type\":\"HEADER\",\"parame
ters\":[{\"type\":\"IMAGE\",\"file_list\":[{\"id\":\"d8b23d56d9974cdb90d6c2
d6927861b9\",\"name\":\"pexels-photo-5632382.jpeg\",\"uri\":\"20250725/d8b2
3d56d9974cdb90d6c2d6927861b9\",\"type\":\"image/jpeg\",\"size\":88555}]}]}
,{\"type\":\"BODY\",\"parameters\":[{\"type\":\"TEXT\",\"text\":\"\",\"para
meter_name\":\"customer_tier\"},{\"type\":\"TEXT\",\"text\":\"\",\"paramete
r_name\":\"offer_type\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_name\
":\"offer_details\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_name\":\"
expiry_date\"},{\"type\":\"TEXT\",\"text\":\"SmartMal\",\"parameter_name\"
:\"company_name\"}]},{\"type\":\"BUTTONS\",\"parameters\":[{\"type\":\"FLO
W\",\"text\":\"\"},{\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\
",\"text\":\"\"}]}],\"parameter_format\":\"NAMED\"}"
    }
}
```


Query Information of Multiple Message Campaigns

Query the detailed information of multiple message campaigns.

Request URL

```
GET {base_url}/{api_path}/message_campaign/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the message campaigns. **Note:** • You can query message campaign ID using Search Specific Message Campaigns. • Use a comma to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
list	Array <MSGCampaign_DetailInfo>	The list of detailed information for queried message campaigns.

MSGCampaign_DetailInfo

Parameter	Type	Description
id	Integer	The ID of the message campaign.
name	String	The name of the message campaign.
channel_type	String	The type of message channel used by the campaign. • `sms`: SMS channel. • `whatsapp`: WhatsApp channel.
omnichannel_id	Integer	The ID of the message channel used by the campaign.
sender	String	The number used to send messages.
recipient_type	String	The method used to add recipients to the campaign. • `input`: Add recipients by manual input or file import. • `phonebook`: Add recipients from a specified phonebook.
recipient_id	Integer	The ID of the phonebook where the recipients' phone number are stored.

Parameter	Type	Description
recipient_num_type	String	The type of phone number field from which to retrieve the recipient's number in the specified phonebook.
send_type	String	When the campaign message should be sent. • `immediately`: Messages are sent as soon as the campaign is saved. • `schedule`: Messages are sent at a scheduled time. • `draft`: The campaign is saved as a draft and no messages are sent.
send_time	Integer	The timestamp of the scheduled time when the campaign messages should be sent.
send_mode	String	The sending mode of the campaign. • `new_session`: New sessions will be created and assigned to a specified destination when sending campaign messages. • `direct`: Messages will be sent directly without creating new sessions.
assign_to_type	String	The type of the destination to which new campaign sessions will be assigned. • `extension`: Extension. • `queue`: Message queue.
assign_to_id	Integer	The ID of the destination to which new campaign sessions will be assigned.
content_type	String	The type of the message content. • `text`: Text. • `document`: File. • `template`: WhatsApp message template.
content	String	Message content.
number_list	Array <Number_List>	The list of numbers added by manual input or file import.
msg_param	String	Message parameters, which contains the parameters to be filled into the WhatsApp message template, in JSON-formatted string. **Note:**

Parameter	Type	Description
		This parameter is returned only when a WhatsApp message template is used in the campaign.

Number_List

Parameter	Type	Description
id	Integer	The ID of the phone number.
number	String	Phone number.

Example

Request example

```
GET /
openapi/v1.0/message_campaign/query?access_token=MmkEiOx3iOn4qbIOUh9QI0Bzj6
9pXza3&ids=245,255 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": 245,
            "name": "VIP Summer Sale Notification",
            "channel_type": "sms",
            "omnichannel_id": 7,
            "sender": 7,
            "recipient_type": "input",
            "send_type": "immediately",
            "send_mode": "new_session",
            "assign_to_type": "queue",
            "assign_to_id": 1,
            "content_type": "text",
            "content": "Hi! We're excited to announce our new product line.
 Check it out on our website and enjoy a special launch offer!",
            "number_list": [
                {
                    "id": 7858,
```

```
                    "number": "+8615394416953"
                },
                {
                    "id": 7858,
                    "number": "+8615394416954"
                }
            ]
        },
        {
            "id": 255,
            "name": "New Product Launch",
            "channel_type": "whatsapp",
            "omnichannel_id": 1,
            "sender": 1,
            "recipient_type": "input",
            "send_type": "schedule",
            "send_time": 1753898766,
            "send_mode": "new_session",
            "assign_to_type": "extension",
            "assign_to_id": 2,
            "content_type": "template",
            "content":
 "{\"id\":1773,\"template_id\":\"1293546285747227\",\"name\":\"docstest\",\
"parameter_format\":\"NAMED\",\"components\":[{\"type\":\"HEADER\",\"forma
t\":\"IMAGE\"},{\"type\":\"BODY\",\"text\":\"Hello! #\\n\\nAs a
 valued  {{customer_tier}} member, we’re excited to share a special
 {{offer_type}} with you! #\\nEnjoy {{offer_details}}—available
 until {{expiry_date}}.\\n\\nIf you have any questions or
 want to redeem your offer, simply reply to this message or
 contact our team.\\n\\nThank you for choosing {{company_name}}!
 #\"},{\"type\":\"BUTTONS\",\"buttons\":[{\"type\":\"FLOW\",\"text\":\"Rede
em
 Offer\",\"flow_id\":657693363952373,\"flow_action\":\"NAVIGATE\",\"navigat
e_screen\":\"SIGN_UP\"},{\"type\":\"URL\",\"text\":\"Visit
 website\",\"url\":\"https://test.com/\"},{\"type\":\"VOICE_CALL\",\"text\"
:\"Contact
 us\"}]}],\"language\":\"en\",\"category\":\"MARKETING\",\"sub_category\":\
"CUSTOM\",\"omnichannel_id\":1}",
            "msg_param":
 "{\"id\":1773,\"template_id\":\"1293546285747227\",\"name\":\"docstest\",\
"language\":{\"code\":\"en\"},\"components\":[{\"type\":\"HEADER\",\"parame
ters\":[{\"type\":\"IMAGE\",\"file_list\":[{\"id\":\"d8b23d56d9974cdb90d6c2
d6927861b9\",\"name\":\"pexels-photo-5632382.jpeg\",\"uri\":\"20250725/d8b2
3d56d9974cdb90d6c2d6927861b9\",\"type\":\"image/jpeg\",\"size\":88555}]}]}
,{\"type\":\"BODY\",\"parameters\":[{\"type\":\"TEXT\",\"text\":\"\",\"para
```

```
meter_name\":\"customer_tier\"},{\"type\":\"TEXT\",\"text\":\"\",\"paramete
r_name\":\"offer_type\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_name\
":\"offer_details\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_name\":\"
expiry_date\"},{\"type\":\"TEXT\",\"text\":\"SmartMal\",\"parameter_name\"
:\"company_name\"}]},{\"type\":\"BUTTONS\",\"parameters\":[{\"type\":\"FLO
W\",\"text\":\"\"},{\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\
",\"text\":\"\"}]}],\"parameter_format\":\"NAMED\"}"
        }
    ]
}
```

Add a Message Campaign

Add a message campaign, either SMS campaign or WhatsApp campaign.

Request URL

```
POST {base_url}/{api_path}/message_campaign/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
name	Yes	String	The name of the message campaign.
channel_type	Yes	String	The type of the message channel used by the campaign. **Valid value**: • `sms`: SMS channel. • `whatsapp`: WhatsApp channel.
omnichannel_id	Yes	Integer	The ID of the message channel used by the campaign. **Note:** You can query the ID using Search Specific Message Channels.
sender	Yes	Integer	The ID of the number associated with the specified message channel. **Note:** You can query the ID using Search Specific Message Channels.

Parameter	Required	Type	Description
recipient_type	Yes	String	The method used to add recipients to the campaign. **Valid value**: • `input`: Add recipients by manual input. • `phonebook`: Add recipients from a specified phonebook.
number_list	No	Array <Number_List>	The phone numbers for the campaign. **Note:** • This parameter is REQUIRED when `recipient_type` is set to `input`. • The number should be in E.164 format.
recipient_id	No	Integer	The ID of the phonebook where the recipients' phone numbers are stored. **Note:** • This parameter is REQUIRED when `recipient_type` is set to `phonebook`. • You can query the ID using Search Specific Phonebooks. • The number stored in the phonebook should be in E.164 format.
recipient_num_type	No	String	The type of phone number field from which to retrieve the recipient's number in the specified phonebook. **Note:** This parameter is REQUIRED when `recipient_type` is set to `phonebook`. **Valid value**: • `business_number` • `business_number2`

Parameter	Required	Type	Description
			• `mobile_number` • `mobile_number2` • `home_number` • `home_number2` • `business_fax` • `home_fax` • `other_number`
content_type	Yes	String	The type of the message content. **Valid value**: • `text`: Text. • `document`: File. • `template`: WhatsApp message template.
content	No	String	Message content for SMS campaign. **Note:** This parameter is REQUIRED when `content_type` is set to `text` or `document`. • For SMS campaign with plain text, directly pass the text (emojis are also supported) in this parameter. • For SMS campaign with file, you need to first upload the desired file, then pass the returned file information in this parameter in JSON-formatted string. For more information, see the API examples below.
msg_param	No	String	Message parameters to be filled into the template, provided in JSON-formatted string. **Note:** This parameter is REQUIRED when `content_type` is set to `template`. To send a message template, you need to first get the desired WhatsApp message template, then construct the message object with the template information and the desired values for placeholders (variables) in the template. For the specific structure, see the description of MSG_Param below.

Parameter	Required	Type	Description
send_type	Yes	String	When the campaign message should be sent. **Valid value**: • `immediately`: Messages are sent as soon as the campaign is saved. • `schedule`: Messages are sent at a scheduled time. • `draft`: The campaign is saved as a draft and no messages are sent.
send_time	No	Integer	The timestamp (in seconds) of the scheduled time when the campaign messages should be sent. **Note:** This parameter is REQUIRED when `send_type` is set to `schedule`.
send_mode	Yes	String	The sending mode of the campaign. **Valid value**: • `new_session`: New sessions will be created and assigned to a specified destination when sending campaign messages. • `direct`: Messages will be sent directly without creating new sessions.
assign_to_type	No	String	The type of the destination to which new campaign sessions will be assigned. **Note:** This parameter is REQUIRED when `send_mode` is set to `new_session`. **Valid value**: • `extension`: Extension. • `queue`: Message queue.
assign_to_id	No	Integer	The ID of the destination to which new campaign sessions will be assigned. **Note:** • This parameter is REQUIRED when `send_mode` is set to `new_session`.

Parameter	Required	Type	Description
			• You can query the ID using Search Specific Extensions or Get Menu Options (`menu`= `message_queue`).

Number_List

Parameter	Required	Type	Description
number	Yes	String	Recipient's phone number in E.164 format. For example, `+12025550101`.

MSG_Param

> **Note:**
> You can fill in the values with the information you get when querying a WhatsApp template.

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the message template in the PBX system.
template_id	Yes	String	The original template ID from the WhatsApp platform.
name	Yes	String	Template name.
language	Yes	Object<Template_Lang>	Template language.
parameter_format	Yes	String	Whether placeholders are referenced by position or by variable name. **Valid value**: • `POSITIONAL`: Placeholders are referenced by their position, such as `{{1}}`, `{{2}}`. • `NAMED`: Placeholders are referenced by their variable names, such as `{{name}}`, `{{code}}`.
components	No	Array<Components>	The list of message components for WhatsApp message template in JSON-formatted string.

Parameter	Required	Type	Description
			Note: If the template contains only static text (no variables or buttons), this parameter can be left empty. You can use this parameter to provide values for template placeholders (variables) and required button parameters. For more information, see WhatsApp Message Template Component Description.

Template_Lang

Parameter	Required	Type	Description
code	Yes	String	The language code used for the template.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The ID of the message campaign.

Examples

- Create an SMS campaign with plain text.

  Request example

```
POST /
openapi/v1.0/message_campaign/create?access_token=YAuOvAdHfaqJ8Ni46FDd
M9zgK7jYa6mE HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "name": "SummerSale202507",
  "channel_type": "sms",
  "omnichannel_id": 7,
  "sender": 7,
  "recipient_type": "input",
  "number_list": [
    {
      "number": "+8613800001111"
    },
    {
      "number": "+8613800002222"
    },
    {
      "number": "+8613800003333"
    }
  ],
   "content_type": "text",
   "content": "Summer’s best deals are on now—up to 50% off! # Drop by
 and treat yourself to something special #.",
   "send_type": "scheduled",
   "send_time": 1753898766,
   "send_mode": "new_session",
   "assign_to_type": "extension",
   "assign_to_id": 2
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 249
}
```

- Create an SMS campaign with file.
  1. Upload the desired file.

     Request example

```
POST /
openapi/v1.0/message/batchupload?access_token=cIRvlHGgdMSuY0eiWE9
JkXLCcHZHRTXm HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: multipart/form-data;
 boundary=----WebKitFormBoundary7MA4YWxkTrZu0gW

------WebKitFormBoundary7MA4YWxkTrZu0gW
Content-Disposition: form-data; name="files";
 filename="/D:/projects/files/demo.jpeg"
Content-Type: image/jpeg

(binary data) # actual file content here
------WebKitFormBoundary7MA4YWxkTrZu0gW
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": "65a7872eedb341068369fe67664e0fa1",
            "name": "demo.jpeg",
            "uri": "20250725/65a7872eedb341068369fe67664e0fa1",
            "type": "image/jpeg",
            "size": 88555
        }
    ]
}
```

2. Create a message campaign.

Request example

```
POST /
openapi/v1.0/message_campaign/create?access_token=YAuOvAdHfaqJ8Ni
46FDdM9zgK7jYa6mE HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "name": "API-SMS-CAHNNEL-File",
  "channel_type": "sms",
  "omnichannel_id": 7,
  "sender": 7,
```

```
  "recipient_type": "input",
  "number_list": [
    {
      "number": "+8613800001111"
    },
    {
      "number": "+8613800002222"
    },
    {
      "number": "+8613800003333"
    }
  ],
   "content_type": "document",
   "content":
 "{\"id\":\"65a7872eedb341068369fe67664e0fa1\",\"name\":\"demo.jp
eg\",\"uri\":\"20250725/65a7872eedb341068369fe67664e0fa1\",\"typ
e\":\"image/jpeg\",\"size\":88555}",

   "send_type": "draft",
   "send_time": 1753898766,
   "send_mode": "new_session",
   "assign_to_type": "extension",
   "assign_to_id": 2
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 249
}
```

- Create a WhatsApp campaign.
  1. Get the information of the desired WhatsApp template.

     Request example

```
GET /
openapi/v1.0/message_channel/whatsapp_template?omnichannel_id=1&a
ccess_token=FOgrNFKY6xVQcUxw3pfMTFqCAG6lBulV&search_value=discoun
t HTTP/1.1
Host: 192.168.5.150:8088
```

     Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "data": [
        {
            "id": 1773,
            "template_id": "1293546285747227",
            "name": "discount_campaign",
            "parameter_format": "NAMED",
            "language": "en",
            "category": "MARKETING",
            "sub_category": "CUSTOM",
            "components_data":
 "[{\"type\":\"HEADER\",\"format\":\"IMAGE\"},{\"type\":\"BODY\"
,\"text\":\"Hello! #\\n\\nAs a valued  {{customertier}}
 member, we're excited to share a special {{offertype}}
 with you! #\\nEnjoy {{offerdetails}}—available until
 {{expirydate}}.\\n\\nIf you have any questions or want to
 redeem your offer, simply reply to this message or contact
 our team.\\n\\nThank you for choosing {{companyname}}!
 #\"},{\"type\":\"BUTTONS\",\"buttons\":[{\"type\":\"FLOW\",\"tex
t\":\"Redeem
 Offer\",\"flow_id\":657693363952373,\"flow_action\":\"NAVIGATE\"
,\"navigate_screen\":\"SIGN_UP\"},{\"type\":\"URL\",\"text\":\"Vi
sit
 website\",\"url\":\"https://test.com/\"},{\"type\":\"VOICE_CALL\
",\"text\":\"Contact us\"}]}]",
            "omnichannel_id": 1
        }
    ]
}
```

2. Construct the template message content according to [WhatsApp Message Template Component Description](), and convert it into a JSON-formatted string.

```
 {\"id\":1773,\"template_id\":\"1293546285747227\",\"name\":\"dis
count_campaign\",\"language\":{\"code\":\"en\"},\"parameter_forma
t\":\"NAMED\",\"components\":[{\"type\":\"HEADER\",\"parameters\"
:[{\"type\":\"IMAGE\",\"file_list\":[{\"id\":\"d8b23d56d9974cdb90
d6c2d6927861b9\",\"name\":\"demo.jpeg\",\"uri\":\"20250725/d8b23d
56d9974cdb90d6c2d6927861b9\",\"type\":\"image/jpeg\",\"size\":885
55}]}]},{\"type\":\"BODY\",\"parameters\":[{\"type\":\"TEXT\",\"t
ext\":\"VIP\",\"parameter_name\":\"customertier\"},{\"type\":\"TE
```

```
XT\",\"text\":\"discount\",\"parameter_name\":\"offertype\"},{\"t
ype\":\"TEXT\",\"text\":\"20% off for all
 products\",\"parameter_name\":\"offerdetails\"},{\"type\":\"TEX
T\",\"text\":\"July 31,
 2025\",\"parameter_name\":\"expirydate\"},{\"type\":\"TEXT\",\"t
ext\":\"SmartMal\",\"parameter_name\":\"companyname\"}]},{\"type\
":\"BUTTONS\",\"parameters\":[{\"type\":\"FLOW\",\"text\":\"\"},{
\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\",\"text\"
:\"\"}]}]}
```

3. Create a message campaign using the template.

Request example

```
POST /
openapi/v1.0/message_campaign/create?access_token=YAuOvAdHfaqJ8Ni
46FDdM9zgK7jYa6mE HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "name": "Exclusive Discount Alert",
  "channel_type": "whatsapp",
  "omnichannel_id": 1,
  "sender": 1,
  "recipient_type": "phonebook",
  "recipient_id":28,
  "recipient_num_type":"business_number",
  "content_type": "template",

 "msg_param":"{\"id\":1773,\"template_id\":\"1293546285747227\",\
"name\":\"discount_campaign\",\"language\":{\"code\":\"en\"},\"pa
rameter_format\":\"NAMED\",\"components\":[{\"type\":\"HEADER\",\
"parameters\":[{\"type\":\"IMAGE\",\"file_list\":[{\"id\":\"d8b23
d56d9974cdb90d6c2d6927861b9\",\"name\":\"demo.jpeg\",\"uri\":\"20
250725/d8b23d56d9974cdb90d6c2d6927861b9\",\"type\":\"image/jpeg\"
,\"size\":88555}]}]},{\"type\":\"BODY\",\"parameters\":[{\"type\"
:\"TEXT\",\"text\":\"VIP\",\"parameter_name\":\"customertier\"},{
\"type\":\"TEXT\",\"text\":\"discount\",\"parameter_name\":\"offe
rtype\"},{\"type\":\"TEXT\",\"text\":\"20% off for all
 products\",\"parameter_name\":\"offerdetails\"},{\"type\":\"TEX
T\",\"text\":\"July 31,
 2025\",\"parameter_name\":\"expirydate\"},{\"type\":\"TEXT\",\"t
ext\":\"SmartMal\",\"parameter_name\":\"companyname\"}]},{\"type\
":\"BUTTONS\",\"parameters\":[{\"type\":\"FLOW\",\"text\":\"\"},{
\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\",\"text\"
:\"\"}]}]}",
  "send_type": "draft",
```

```
  "send_time": 1753898766,
  "send_mode": "new_session",
  "assign_to_type": "extension",
  "assign_to_id": 2
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 249
}
```

Edit a Message Campaign

Edit a message campaign.

Request URL

```
POST {base_url}/{api_path}/message_campaign/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the message campaign. **Note:** You can query the ID using Search Specific Message Campaigns.
name	No	String	The name of the message campaign.
channel_type	No	String	The type of the message channel used by the campaign. **Valid value**: • `sms`: SMS channel. • `whatsapp`: WhatsApp channel.
omnichannel_id	No	Integer	The ID of the message channel used by the campaign. **Note:**

Parameter	Required	Type	Description
			You can query the ID using Search Specific Message Channels.
sender	No	Integer	The ID of the number associated with the specified message channel. **Note:** You can query the ID using Search Specific Message Channels.
recipient_type	No	String	The method used to add recipients to the campaign. **Valid value**: • `input`: Add recipients by manual input. • `phonebook`: Add recipients from a specified phonebook.
number_list	No	Array <Number_List>	The phone numbers for the campaign. **Note:** • This parameter is REQUIRED when `recipient_type` is set to `input`. • The number should be in E.164 format.
recipient_id	No	Integer	The ID of the phonebook where the recipients' phone numbers are stored. **Note:** • This parameter is REQUIRED when `recipient_type` is set to `phonebook`. • You can query the ID using Search Specific Phonebooks. • The number stored in the phonebook should be in E.164 format.

Parameter	Required	Type	Description
recipient_num_type	No	String	The type of phone number field from which to retrieve the recipient's number in the specified phonebook. **Note:** This parameter is REQUIRED when `recipient_type` is set to `phonebook`. **Valid value**: • `business_number` • `business_number2` • `mobile_number` • `mobile_number2` • `home_number` • `home_number2` • `business_fax` • `home_fax` • `other_number`
content_type	No	String	The type of the message content. **Valid value**: • `text`: Text. • `document`: File. • `template`: WhatsApp message template.
content	No	String	Message content for SMS campaign. **Note:** This parameter is REQUIRED when `content_type` is set to `text` or `document`. • For SMS campaign with plain text, directly pass the text (emojis are also supported) in this parameter. • For SMS campaign with file, you need to fist upload the desired file, then pass the file information in this parameter in JSON-formatted string.
msg_param	No	String	Message parameters to be filled into the template, provided in JSON-formatted string. **Note:**

Parameter	Required	Type	Description
			This parameter is REQUIRED when `content_type` is set to `template`. To send a message template, you need to first get the desired WhatsApp message template, then construct the message object with the template information and the desired contents. For the specific structure, see MSG_Param below.
send_type	No	String	When the campaign message should be sent. **Valid value**: • `immediately`: Messages are sent as soon as the campaign is saved. • `schedule`: Messages are sent at a scheduled time. • `draft`: The campaign is saved as a draft and no messages are sent.
send_time	No	Integer	The timestamp (in seconds) of the scheduled time when the campaign messages should be sent. **Note:** This parameter is REQUIRED when `send_type` is set to `schedule`.
send_mode	No	String	The sending mode of the campaign. **Valid value**: • `new_session`: New sessions will be created and assigned to a specified destination when sending campaign messages. • `direct`: Messages will be sent directly without creating new sessions.
assign_to_type	No	String	The type of the destination to which new campaign sessions will be assigned. **Note:** This parameter is REQUIRED when `send_mode` is set to `new_session`. **Valid value**: • `extension`: Extension.

Parameter	Required	Type	Description
			• `queue`: Message queue.
assign_to_id	No	Integer	The ID of the destination to which new campaign sessions will be assigned. **Note:** • This parameter is REQUIRED when `send_mode` is set to `new_session`. • You can query the ID using Search Specific Extensions or Get Menu Options (`menu`= `message_queue`).

Number_List

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the phone number in the number list.
number	Yes	String	Recipient's phone number in E.164 format. For example, `+12025550101`.

MSG_Param

Note:
You can fill in the values in the table below with the information you get when querying a specific template.

Parameter	Required	Type	Description
id	Yes	Integer	The ID of the message template in the PBX system.
template_id	Yes	String	The original template ID from the WhatsApp platform.
name	Yes	String	Template name.
language	Yes	Object<Template_Lang>	Template language.
parameter_format	Yes	String	Whether placeholders are referenced by position or by variable name.

Parameter	Required	Type	Description
			Valid value: • `POSITIONAL`: Placeholders are referenced by their position, such as `{{1}}`, `{{2}}`. • `NAMED`: Placeholders are referenced by their variable names, such as `{{name}}`, `{{code}}`.
components	No	Array<Components>	The list of message components for WhatsApp message template in JSON-formatted string. **Note:** If the template contains only static text (no variables or buttons), this parameter can be left empty. You can use this parameter to provide values for template placeholders (variables) and required button parameters. For more information, see WhatsApp Message Template Component Description.

Template_Lang

Parameter	Required	Type	Description
code	Yes	String	The language code used for the template.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update the send mode for a message campaign.

```
POST /
openapi/v1.0/message_campaign/update?access_token=YAuOvAdHfaqJ8Ni46FDdM9zgK
7jYa6mE HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
   "id":246,
   "send_type": "schedule",
   "send_time": 1753951516
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Retry a Message Campaign

If there are failures in a message campaign, you can retry sending the failed messages.

Request URL

```
GET {base_url}/{api_path}/message_campaign/retry?access_token={access_token}
```

Request parameters

Table 323.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a message campaign.

Table 323. (continued)

Parameter	Required	Type	Description
			Note: You can query message campaign ID using Search Specific Message Campaigns.

Response parameters

Table 324.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/message_campaign/retry?access_token=MdrCNtHl8iNK5DqPOjNbxl43fv
KopKrO&id=231 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Message Campaign

Delete a message campaign.

Request URL

```
GET {base_url}/{api_path}/
message_campaign/delete?id={id}&access_token={access_token}
```

Request parameters

Table 325.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a message campaign. **Note:** You can query message campaign ID using Search Specific Message Campaigns.

Response parameters

Table 326.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/message_campaign/delete?id=2&access_token=3pLZ96FkWJxfYsOEIMok
kGjWMMWT6g4g HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Message Session

Query Message Session List

Query the message session list for a specific entity, such as an extension user or a third-party message analytics platform.

Request URL

```
GET {base_url}/{api_path}/message_session/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page_size	Yes	Integer	Define how many records per page.
user_type	Yes	Integer	The type of the entity. **Valid value**: • `1`: Extension user. • `9`: Third-party message analytics platform.
user_no	No	String	The identifier of the entity. **Valid value**: • If `user_type` is set to `1`, this parameter is REQUIRED and is used to specify the specific extension number.

Parameter	Required	Type	Description
			• If `user_type` is set to `9`, set this parameter to `api` or leave it blank.
collection	No	String	The collection of the message session. **Valid value**: • `all`: All sessions (both campaign and non-campaign message sessions). • `campaign`: Only campaign sessions. **Note:** If omitted or left blank, only non-campaign message sessions will be returned.
first_msg_id	No	Integer	The ID of the first message to retrieve. **Note:** This parameter is used for pagination. To retrieve the next page, set this parameter to the `last_msg_id` of the last message session returned in the previous query response.
is_archived	No	Integer	Filter sessions by archive status. **Valid value**: • `0`: Only unarchived sessions. • `1`: Only archived sessions. • `2`: All sessions (both archived and unarchived).
is_closed	No	Integer	Filter sessions by closed status. **Valid value**: • `0`: Only open sessions. • `1`: Only closed sessions. • `2`: All sessions (both open and closed).
is_pickup	No	Integer	Filter sessions by pickup status. **Valid value**: • `0`: All sessions. • `1`: Only picked-up sessions. • `2`: Only not picked-up sessions.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
list	Array<Session_Info>	The information of the message sessions.

Session_Info

Parameter	Type	Description
id	Integer	The unique ID of the message session.
type	String	The type of the message session. • `sms` • `whatsapp` • `facebook` • `livechat`
is_close	Integer	Whether the message session is closed. • `0`: Not closed. • `1`: Closed.
is_archived	Integer	Whether the message session is archived. • `0`: Unarchived. • `1`: Archived.
to	Object<Customer_Info>	The information about the external customer in the message session.
expire	Integer	The remaining time (in seconds) before the 24-hour timeout after receiving an external inbound message.

Parameter	Type	Description
		Note: This parameter only returns value for WhatsApp and Facebook session. • `-1`: Never expires. • `0`: Already expired. • Any value greater than 0: The number of seconds remaining before expiration.
did_number	String	The DID number used in the message session.
origin	String	The origin of the message session. • `campaign`: The session is initiated by a message campaign. **Note:** If returned empty, it indicates that the session is initiated by an extension user or a third-party message analytics platform (via API).
collection	String	The collection of the session. • `campaign`: Campaign session. **Note:** If returned empty, it indicates that the session is not a campaign session.
last_msg_id	Integer	The ID of the last message for the message session.
queue_id	Integer	The ID of the message queue handling messages for this session.
pickup_member_id	Integer	The ID of the agent who picked up the session from the message queue. **Note:** If `queue_id` is present and this value returns `0`, it indicates that the session is still in the queue and has not been picked up.

Customer_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal user in the session. **Note:** This parameter always returns `0`.
user_no	String	The ID or phone number of the external customer.
user_type	Integer	The type of the external customer. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message Campaign recipient.
avatar	String	The ID of the customer's avatar.
username	String	User name of the customer.

Examples

Request example

Query the session list of extension 59996.

```
GET /
openapi/v1.0/message_session/list?access_token=4vV3VHFGS2cC1FQxZsdADfNDR0qP
rhlg&page_size=3&user_type=1&user_no=59996 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": 3069,
            "type": "facebook",
            "is_close": 0,
            "is_archived": 0,
            "to": {
                "user_id": 0,
```

```
                "user_no": "24982205021399998",
                "user_type": 4,
                "avatar": "ICPiaN3BIrvKHTJkl1snmhh9H4ZcbQYTdz8OTBOVN_4",
                "username": "William Smith"
            },
            "expire": 24771,
            "did_number": "197745966764205",
            "origin": "",
            "collection": "",
            "last_msg_id": 10253,
            "queue_id": 0,
            "pickup_member_id": 0
        },
        {
            "id": 3072,
            "type": "whatsapp",
            "is_close": 0,
            "is_archived": 0,
            "to": {
                "user_id": 0,
                "user_no": "+5511986907731",
                "user_type": 3,
                "avatar": "",
                "username": ""
            },
            "expire": 23557,
            "did_number": "+15550193510",
            "origin": "",
            "collection": "",
            "last_msg_id": 10243,
            "queue_id": 0,
            "pickup_member_id": 0
        },
        {
            "id": 3071,
            "type": "whatsapp",
            "is_close": 0,
            "is_archived": 0,
            "to": {
                "user_id": 0,
                "user_no": "+8618559030853",
                "user_type": 3,
                "avatar": "",
                "username": ""
            },
```

```
            "expire": 12440,
            "did_number": "+15550193510",
            "origin": "",
            "collection": "",
            "last_msg_id": 10242,
            "queue_id": 0,
            "pickup_member_id": 0
        }
    ]
}
```

Search Specific Message Sessions

Search specific message sessions of a specific entity, such as an extension user or a third-party message analytics platform.

Request URL

```
GET {base_url}/{api_path}/message_session/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page_size	Yes	Integer	Define how many records per page.
user_type	Yes	Integer	The type of the entity. **Valid value**: • `1`: Extension user. • `9`: Third-party message analytics platform.
user_no	No	String	The identifier of the entity. **Valid value**: • If `user_type` is set to `1`, this parameter is REQUIRED and is used to specify the specific extension number. • If `user_type` is set to `9`, set this parameter to `api` or leave it blank.
collection	No	String	The collection of the message session. **Valid value**:

Parameter	Required	Type	Description
			• `all`: All sessions (both campaign and non-campaign message sessions). • `campaign`: Only campaign sessions. **Note:** If omitted or left blank, only non-campaign message sessions will be returned.
first_msg_id	No	Integer	The ID of the first message to retrieve. **Note:** This parameter is used for pagination. To retrieve the next page, set this parameter to the `last_msg_id` of the last message session returned in the previous query response.
is_archived	No	Integer	Filter sessions by archive status. **Valid value**: • `0`: Only unarchived sessions. • `1`: Only archived sessions. • `2`: All sessions (both archived and unarchived).
is_closed	No	Integer	Filter sessions by closed status. **Valid value**: • `0`: Only open sessions. • `1`: Only closed sessions. • `2`: All sessions (both open and closed).
is_pickup	No	Integer	Filter sessions by pickup status. **Valid value**: • `0`: All sessions. • `1`: Only picked-up sessions. • `2`: Only not picked-up sessions.
search_value	No	String	Search keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
list	Array<Session_Info>	The information of the message sessions.

Session_Info

Parameter	Type	Description
id	Integer	The unique ID of the message session.
type	String	The type of the message session. • `sms` • `whatsapp` • `facebook` • `livechat`
is_close	Integer	Whether the message session is closed. • `0`: Not closed. • `1`: Closed.
is_archived	Integer	Whether the message session is archived. • `0`: Unarchived. • `1`: Archived.
to	Object<Customer_Info>	The information about the external customer in the message session.
expire	Integer	The remaining time (in seconds) before the 24-hour timeout after receiving an external inbound message. **Note:** This parameter only returns value for WhatsApp and Facebook session.

Parameter	Type	Description
		• `-1`: Never expires. • `0`: Already expired. • Any value greater than 0: The number of seconds remaining before expiration.
did_number	String	The DID number used in the message session.
origin	String	The origin of the message session. • `campaign`: The session is initiated by a message campaign. **Note:** If returned empty, it indicates that the session is initiated by an extension user or a third-party message analytics platform (via API).
collection	String	The collection of the session. • `campaign`: Campaign session. **Note:** If returned empty, it indicates that the session is not a campaign session.
last_msg_id	Integer	The ID of the last message for the message session.
queue_id	Integer	The ID of the message queue handling messages for this session.
pickup_member_id	Integer	The ID of the agent who picked up the session from the message queue. **Note:** If `queue_id` is present and this value returns `0`, it indicates that the session is still in the queue and has not been picked up.

Customer_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal user in the session.

Parameter	Type	Description
		Note: This parameter always returns `0`.
user_no	String	The ID or phone number of the external customer.
user_type	Integer	The type of the external customer. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message Campaign recipient.
avatar	String	The ID of the customer's avatar.
username	String	User name of the customer.

Examples

Request example

Search a session of extension 59996 using the customer's Facebook ID.

```
GET /
openapi/v1.0/message_session/search?access_token=6Un1hR5FL8L2sP5IlM43ynnemj
seR7EO&page_size=10&user_type=1&user_no=59996&search_value=2498220502137810
8 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": 3069,
            "type": "facebook",
            "is_close": 0,
            "is_archived": 0,
            "to": {
                "user_id": 0,
                "user_no": "24982205021378108",
                "user_type": 4,
```

```
                "avatar": "ICPiaN3BIrvKHTJkl1snmhh9H4ZcbQYTdz8OTBOVN_4",
                "username": "William Smith"
            },
            "expire": 19751,
            "did_number": "197745966764205",
            "origin": "",
            "collection": "",
            "last_msg_id": 10253,
            "queue_id": 0,
            "pickup_member_id": 0
        }
    ]
}
```

Query Information of a Message Session

Query the detailed information of a specific message session.

Request URL

```
GET {base_url}/{api_path}/message_session/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.

Response parameter

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
list	Object<Session_Info>	The detailed information of the message session.

Session_Info

Parameter	Type	Description
id	Integer	The unique ID of the message session.
channel_type	String	The type of the message channel for the session. • `sms` • `whatsapp` • `facebook` • `livechat`
channel_name	String	The name of the message channel for the session.
did_number	String	The DID number used in the message session.
to_number	String	The ID or phone number of the external customer.
origin	String	The origin of the message session. • `campaign`: The session is initiated by a message campaign. **Note:** If returned empty, it indicates that the session is initiated by an extension user or a third-party message analytics platform (via API).
page_name	String	The name of the Facebook page. **Note:** This parameter only returns value for a Facebook session.

Parameter	Type	Description
website_domain	String	The domain of the website where Live Chat widget is embedded. **Note:** This parameter only returns value for a Live Chat session.
pre_chat_form	Object<PreChat_Form>	The content of the pre-chat form filled in by external customer. **Note:** This parameter only returns value for a Live Chat session.
user_info	Object<Customer_Info>	The information of the external customer in the session.
participants	Array<Agent_Info>	The information of the message queue agent in the session. **Note:** This parameter only returns value when the message session is assigned to a message queue and has not been picked up.

PreChat_Form

Parameter	Type	Description
name	String	User name.
email	String	Email address.
phone	String	Phone number.
first_name	String	First name.
last_name	String	Last name.

Customer_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal user in the session. **Note:**

Parameter	Type	Description
		This parameter always returns `0`.
user_no	String	The ID or phone number of the external customer.
user_type	Integer	The type of the external customer. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message Campaign recipient.
avatar	String	The ID of the customer's avatar.
username	String	User name of the customer.

Agent_Info

Parameter	Type	Description
user_id	Integer	The ID of the agent's extension.
user_no	String	The number of the agent's extension.
user_type	Integer	The type of the user. • `1`: Extension user.
avatar	String	The ID of the agent's avatar.
username	String	The caller ID name of the agent's extension.

Examples

Request example

Query the detailed information of a message session (ID: 2862), whose messages are delivered to a message queue and has not been picked up.

```
GET /
openapi/v1.0/message_session/get?access_token=4MWZuSpMKw8Cg41absYSAxB8lgLfg
Ro9&id=2862 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": {
        "id": 2862,
        "channel_type": "livechat",
        "did_number": "LC00000",
        "to_number": "1d8d5367fd4145cd9dd6cfd8c546ded7",
        "page_name": "",
        "user_info": {
            "user_id": 0,
            "user_no": "1d8d5367fd4145cd9dd6cfd8c546ded7",
            "user_type": 5,
            "avatar": "",
            "username": "Website Visitor-Jane Smith"
        },
        "channel_name": "Website Live Chat",
        "website_domain": "example.com",
        "pre_chat_form": {
            "name": "Jane Smith",
            "email": "jane.smith@example.com",
            "phone": "+8613800138000",
            "first_name": "Jane",
            "last_name": "Smith"
        },
        "origin": "",
        "participants": [
            {
                "user_id": 137,
                "user_no": "1003",
                "user_type": 1,
                "avatar": "",
                "username": "Alice Johnson"
            },
            {
                "user_id": 138,
                "user_no": "1004",
                "user_type": 1,
                "avatar": "",
                "username": "Michael Smith"
            },
            {
                "user_id": 26,
                "user_no": "1005",
                "user_type": 1,
                "avatar": "",
```

```
                "username": "Linda Brown"
            }
        ]
    }
}
```

Query Information of Multiple Message Sessions

Query the detailed information of multiple message sessions.

Request URL

```
GET {base_url}/{api_path}/message_session/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the message sessions. **Note:** • You can query the message session ID using Search Specific Message Sessions. • Use commas to separate multiple IDs.

Response parameter

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Parameter	Type	Description
		• `FAILURE`: Failed.
list	Array<Session_Info>	The detailed information of the message sessions.

Session_Info

Parameter	Type	Description
id	Integer	The unique ID of the message session.
channel_type	String	The type of the message channel for the session. • `sms` • `whatsapp` • `facebook` • `livechat`
channel_name	String	The name of the message channel for the session.
did_number	String	The DID number used in the message session.
to_number	String	The ID or phone number of the external customer.
origin	String	The origin of the message session. • `campaign`: The session is initiated by a message campaign. **Note:** If returned empty, it indicates that the session is initiated by an extension user or a third-party message analytics platform (via API).
page_name	String	The name of the Facebook page. **Note:** This parameter only returns value for a Facebook session.
website_domain	String	The domain of the website where Live Chat widget is embedded. **Note:**

Parameter	Type	Description
		This parameter only returns value for a Live Chat session.
pre_chat_form	Object<PreChat_Form>	The content of the pre-chat form filled in by external customer. **Note:** This parameter only returns value for a Live Chat session.
user_info	Object<Customer_Info>	The information of the external customer in the session.
participants	Array<Agent_Info>	The information of the message queue agent in the session. **Note:** This parameter only returns value when the message session is assigned to a message queue and has not been picked up.

PreChat_Form

Parameter	Type	Description
name	String	User name.
email	String	Email address.
phone	String	Phone number.
first_name	String	First name.
last_name	String	Last name.

Customer_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal user in the session. **Note:** This parameter always returns `0`.
user_no	String	The ID or phone number of the external customer.

Parameter	Type	Description
user_type	Integer	The type of the external customer. • 2: SMS user. • 3: WhatsApp user. • 4: Facebook user. • 5: Live Chat user. • 8: Message Campaign recipient.
avatar	String	The ID of the customer's avatar.
username	String	User name of the customer.

Agent_Info

Parameter	Type	Description
user_id	Integer	The ID of the agent's extension.
user_no	String	The number of the agent's extension.
user_type	Integer	The type of the user. • 1: Extension user.
avatar	String	The ID of the agent's avatar.
username	String	The caller ID name of the agent's extension.

Examples

Request example

Query the detailed information of two message sessions (ID: 3035 & 3073).

```
GET /
openapi/v1.0/message_session/query?access_token=PqR954uFQ5h36g43blSG6rg9Hbo
K4Pdz&ids=3035,3073 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": 3035,
            "channel_type": "sms",
```

```
            "did_number": "+15551234567",
            "to_number": "+18665554444",
            "page_name": "",
            "user_info": {
                "user_id": 0,
                "user_no": "+18665554444",
                "user_type": 2,
                "avatar": "",
                "username": "John Doe"
            },
            "channel_name": "General SMS channel",
            "website_domain": "",
            "origin": "",
            "participants": null
        },
        {
            "id": 3073,
            "channel_type": "sms",
            "did_number": "+14443335555",
            "to_number": "+17778889999",
            "page_name": "",
            "user_info": {
                "user_id": 0,
                "user_no": "+17778889999",
                "user_type": 2,
                "avatar": "",
                "username": ""
            },
            "channel_name": "Apidaze SMS channel",
            "website_domain": "",
            "origin": "",
            "participants": null
        }
    ]
}
```


Transfer a Message Session

Transfer a message session to an extension user, message queue, or third-party message analytics platform.

Request URL

```
POST {base_url}/{api_path}/
message_session/transfer?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
session_id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.
destination_type	Yes	String	The type of the destination to which the session will be transferred. **Valid value**: • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform.
destination_id	No	Integer	The unique ID of the destination to which the session will be transferred. **Valid value**: • If `destination_type` is set to `extension` or `queue`, this parameter is REQUIRED and is used to specify the corresponding ID of the destination. **Note:** You can query the extension ID using Search Specific Extensions, and query the message queue ID using Search Specific Message Queues. • If `destination_type` is set to `api`, you can set the value to `0` or leave it empty.

Response parameters

Table 327.

Parameter	Type	Description
errcode	Integer	Returned error code.

Table 327. (continued)

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Transfer a message session (ID: 3073) to an extension (ID: 138).

```
POST /
openapi/v1.0/message_session/transfer?access_token=xMv4MJAruG8wFiqj0f0y8tga
MvR44nQm HTTP/1.1
Host: 192.168.5.150:8088

Content-Type: application/json

{
  "session_id": 3073,
  "destination_type": "extension",
  "destination_id": 138
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Close a Message Session

Close a message session.

Request URL

```
POST {base_url}/{api_path}/message_session/close?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
session_id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.

Response parameters

Table 328.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Close a message session (ID: 3073).

```
POST /
openapi/v1.0/message_session/close?access_token=xMv4MJAruG8wFiqj0f0y8tgaMvR
44nQm HTTP/1.1
Host: 192.168.5.150:8088

Content-Type: application/json
```

```
{
  "session_id": 3073
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Archive a Message Session

Archive a message session.

Request URL

```
POST {base_url}/{api_path}/message_session/archive?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
session_id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.
user_type	Yes	Integer	The type of the operator who archives the message session. **Valid value**: • `1`: Extension user. • `9`: Third-party message analytics platform.
user_no	No	String	The unique ID of the operator who archives the message session. **Valid value**: • If `user_type` is set to `1`, this parameter is REQUIRED and is used to specify the corresponding ID of the extension user.

Parameter	Required	Type	Description
			Note: You can query the extension ID using Search Specific Extensions. • If `user_type` is set to `9`, set the value to `api` or leave it empty.

Response parameters

Table 329.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Archive a message session (ID: 3073) for extension 1004.

```
POST /
openapi/v1.0/message_session/archive?access_token=PLpSKjhDXAEFgKMJP3VxvJD1k
LoiApp1 HTTP/1.1
Host: 192.168.5.150:8088

Content-Type: application/json

{
    "session_id": 3073,
    "user_type": 1,
    "user_no":"1004"
```

```
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Unarchive a Message Session

Unarchive a message session.

Request URL

```
POST {base_url}/{api_path}/
message_session/unarchive?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
session_id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.
user_type	Yes	Integer	The type of the operator who unarchives the message session. **Valid value**: • `1`: Extension user. • `9`: Third-party message analytics platform.
user_no	No	String	The unique ID of the operator who unarchives the message session. **Valid value**: • If `user_type` is set to `1`, this parameter is REQUIRED and is used to specify the corresponding ID of the extension user. **Note:**

Parameter	Required	Type	Description
			You can query the extension ID using Search Specific Extensions. • If `user_type` is set to `9`, set the value to `api` or leave it empty.

Response parameters

Table 330.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Unachive a message session (ID: 3073) for extension 1004.

```
POST /
openapi/v1.0/message_session/unarchive?access_token=PLpSKjhDXAEFgKMJP3VxvJD
1kLoiApp1 HTTP/1.1
Host: 192.168.5.150:8088

Content-Type: application/json

{
    "session_id": 3073,
    "user_type": 1,
    "user_no":"1004"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete a Message Session

Delete a message session.

Request URL

```
GET {base_url}/{api_path}/message_session/delete?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
session_id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.
user_type	Yes	Integer	The type of the operator who deletes the message session. **Valid value**: • `1`: Extension user. • `9`: Third-party message analytics platform.
user_no	No	String	The unique ID of the operator who deletes the message session. **Valid value**: • If `user_type` is set to `1`, this parameter is REQUIRED and is used to specify the corresponding ID of the extension user. **Note:** You can query the extension ID using Search Specific Extensions. • If `user_type` is set to `9`, set the value to `api` or leave it empty.

Response parameters

Table 331.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Delete a message session (ID: 3074) for extension 1003.

```
GET /
openapi/v1.0/message_session/delete?user_type=1&user_no=1003&session_id=307
4&access_token=o9wi8YLOEMWhCHjdpDO0QNX0AO9ALKxR HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Messages

Query Messages in a Message Session

Query messages in a specific message session.

Request URL

```
GET {base_url}/{api_path}/message/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page_size	Yes	Integer	Define how many records per page.
id	Yes	Integer	The unique ID of the message session. **Note:** You can query the message session ID using Search Specific Message Sessions.
last_msg_id	No	Integer	The ID of the last message in this query. **Note:** This parameter is used for pagination. When specified, messages earlier than the message specified by this ID (excluding this message) are returned. For example, after querying a page of messages, use the earliest message ID (`msg_id`) from that page in the next request to retrieve the previous page of messages.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Parameter	Type	Description
		• `FAILURE`: Failed.
data	Object<Messages>	The information of the queried messages.

Messages

Parameter	Type	Description
session_id	Integer	The unique ID of the message session.
records	Array<Msg_Record>	Message records.

Msg_Record

Parameter	Type	Description
session_id	Integer	The unique ID of the message session.
msg_id	Integer	The unique ID of the message.
delivery_status	Integer	Message delivery status. • `0`: Sending. • `1`: Sent successfully. • `2`: Failed to send.
sender	Object<Sender_Info>	The information of the sender.
msg_kind	Integer	The category of the message. • `0`: Normal message. • `1`: WhatsApp template message.
msg_type	Integer	The type of the message content. • `0`: User message. • `1`: Transfer message (transferred to extension or third-party message analytics platform). • `2`: Manually closed message. • `3`: Automatically closed message. • `4`: Unsupported message type message. • `5`: Session pickup message. • `6`: Transfer message (transferred to message queue). • `7`: Visitor manually closed session message.

Parameter	Type	Description
		• `8`: Call-related message.
msg_body	String	Message content.
msg_files	String	The information of message files, which is returned as a JSON-formatted string. The string represents an array of `File_Info` objects. For more details, see the File_Info table.
send_time	Integer	The Unix timestamp (in seconds) when the message was sent.
receive_time	Integer	The Unix timestamp (in seconds) when the message was received.
param	String	Additional message-related parameters, which is returned as a JSON-formatted string. The returned value varies depending on the `msg_type`. • If `msg_type` is `1` or `6`, this parameter returns session transfer information. • If `msg_type` is `8`, this parameter returns call information. For more details, see the Param table.
send_error	String	The type of error that occurred when sending a message. • `invalid_webhook_request`: Invalid request. • `unsupported_callback_type`: Unsupported callback type. • `resource_not_found`: Resource not found. • `invalid_did_number`: Invalid DID number. • `auth_fail`: Authentication failed. • `auth_not_exit`: Authentication information does not exist. • `request_fail`: Request failed. • `send_fail`: Sending failed. • `exceeds_size_limit`: Message exceeded size limit. • `too_many_request`: Too many requests. • `unsupport_media_type`: Unsupported media type. • `invalid_param`: Invalid parameter. • `invalid_phone_number`: Invalid phone number.

Parameter	Type	Description
		• `exceeds_time_limit`: Exceeded time limit. • `service_unavailable`: Third-party service unavailable. • `service_error`: Third-party service error. • `unknown_error`: Unknown error. • `template_not_exist`: WhatsApp template does not exist. • `msg_exceed`: WhatsApp message text exceeds the allowed limit.
send_error_msg	String	The error message returned by third-party services when message sending fails.
tag	String	The tag assigned to the Facebook message, indicating its category or purpose. • `ACCOUNT_UPDATE`: Account-related updates. • `CONFIRMED_EVENT_UPDATE`: Confirm event updates. • `HUMAN_AGENT`: Message sent by a human agent. • `POST_PURCHASE_UPDATE`: Updates after a purchase.
whatsapp_msg_param	String	Parameters to be inserted into the WhatsApp message template, provided as a JSON-formatted string.

Sender_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal extension user in the session.
user_no	String	The identifier of the user in the session. • For internal extension user, this parameter returns the extension number. • For Third-party message analytics platform, this parameter returns a fixed value `api`. • For external customer, this parameter returns the ID or phone number of the customer.
user_type	Integer	User type.

Parameter	Type	Description
		• `1`: Extension user. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message campaign recipient. • `9`: Third-party message analytics platform (transmitted via API)
avatar	String	The ID of the user's avatar.
username	String	User name.

File_Info

Parameter	Type	Description
id	String	The ID of the file.
name	String	The name of the file.
uri	String	The URI for accessing the file.
type	String	File type.
size	Integer	File size (**Unit**: Byte).

Param

Parameter	Type	Description
Session transfer information		
from	String	The name of the member who transfer the message session. • For extension user, this parameter returns the caller ID name of the extension. • For third-party message analytics platform, this parameter returns a fixed value `Third-Party Message Analytics Platform (Transmitted via API)`.
from_type	String	The type of the member who transfer the message session. • `extension`: Extension user. • `api`: Third-party message analytics platform.

Parameter	Type	Description
to	String	The name of the transfer destination. • For internal extension user, this parameter returns the extension number. • For message queue, this parameter is not returned. • For Third-party message analytics platform, this parameter returns a fixed value `api`.
to_id	Integer	The ID of the transfer destination. • For internal extension user / third-party message analytics platform, this parameter returns the system-assigned sequence ID of the session member. • For message queue, this parameter returns the unique ID of the message queue.
to_no	String	The identifier of the transfer destination. • For internal extension user, this parameter returns the extension number. • For message queue, this parameter is not returned. • For Third-party message analytics platform, this parameter returns a fixed value `api`.
to_type	String	The type of the transfer destination. • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform.
Call information (Applicable to Live Chat session only)		
from	String	The name of the member who initiate the call. • For internal extension user, this parameter returns the caller ID name of the extension. • For external customer, this parameter returns a fixed value `Website Visitor`.
to	String	The name of the called member. • For internal extension user, this parameter returns the caller ID name of the extension.

Parameter	Type	Description
		• For external customer, this parameter returns a fixed value `Website Visitor`.
to_type	Integer	The type of the member who was called. • `1`: Extension user. • `5`: Live Chat user (namely the website visitor).
to_member_id	Integer	The system-assigned sequence ID of the session member who was called.
cdr_uid	String	The unique ID of the CDR.
duration	String	Call duration.

Examples

Request example

Query the messages in a Live Chat session (ID: 2874).

```
GET /
openapi/v1.0/message/get?page_size=10&access_token=d8lxvXmhnvMoqw79pUfsdJXy
Hal6jqIT&id=2874 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "session_id": 2874,
        "records": [
            {
                "session_id": 2874,
                "msg_id": 9263,
                "delivery_status": 1,
                "sender": {
                    "user_id": 0,
                    "user_no": "1cc0546496ae42eabf50a54a97fff976",
                    "user_type": 5,
                    "avatar": "",
                    "username": "Website Visitor"
                },
```

```
                "msg_type": 7,
                "msg_body": "The session has been closed by visitor.",
                "msg_files": "",
                "send_time": 1753238892,
                "param": "",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753238892,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9211,
                "delivery_status": 1,
                "sender": {
                    "user_id": 39,
                    "user_no": "59996",
                    "user_type": 1,
                    "avatar":
"HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                    "username": "Jane Smith"
                },
                "msg_type": 6,
                "msg_body": "Jane Smith has transferred the session to Tech
Support queue.",
                "msg_files": "",
                "send_time": 1753232835,
                "param": "{\"from\":\"Jane Smith\",\"to\":\"Tech Support
queue\",\"to_id\":6,\"to_type\":\"queue\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232835,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9209,
                "delivery_status": 1,
                "sender": {
                    "user_id": 39,
                    "user_no": "59996",
```

```
                    "user_type": 1,
                    "avatar":
 "HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                    "username": "Jane Smith"
                },
                "msg_type": 8,
                "msg_body": "Jane Smith initiates a call to the Website
 Visitor. Call duration: 00:05:00. CDR ID: 20250723090642A9FDF.",
                "msg_files": "",
                "send_time": 1753232811,
                "param": "{\"from\":\"Jane Smith\",\"to\":\"Website
 Visitor\",\"to_type\":5,\"to_member_id\":10832,\"cdr_uid\":\"2025072309064
2A9FDF\",\"duration\":\"00:05:00\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232811,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9208,
                "delivery_status": 1,
                "sender": {
                    "user_id": 0,
                    "user_no": "1cc0546496ae42eabf50a54a97fff976",
                    "user_type": 5,
                    "avatar": "",
                    "username": "Website Visitor"
                },
                "msg_type": 8,
                "msg_body": "Website Visitor initiates a call to the Jane
 Smith. Call duration: 00:03:02. CDR ID: 20250723090632258BB.",
                "msg_files": "",
                "send_time": 1753232798,
                "param": "{\"from\":\"Website Visitor\",\"to\":\"Jane
 Smith\",\"to_type\":1,\"to_member_id\":10833,\"cdr_uid\":\"202507230906322
58BB\",\"duration\":\"00:03:02\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232798,
                "whatsapp_msg_param": "",
                "msg_kind": 0
```

```
            },
            {
                "session_id": 2874,
                "msg_id": 9207,
                "delivery_status": 1,
                "sender": {
                    "user_id": 39,
                    "user_no": "59996",
                    "user_type": 1,
                    "avatar":
"HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                    "username": "Jane Smith"
                },
                "msg_type": 5,
                "msg_body": "Jane Smith picked up the session from message
queue Customer Query queue",
                "msg_files": "",
                "send_time": 1753232778,
                "param": "{\"from\":\"Customer Query
queue\",\"from_id\":4,\"to\":\"Jane Smith\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232778,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9206,
                "delivery_status": 1,
                "sender": {
                    "user_id": 0,
                    "user_no": "1cc0546496ae42eabf50a54a97fff976",
                    "user_type": 5,
                    "avatar": "",
                    "username": "Website Visitor"
                },
                "msg_type": 0,
                "msg_body": "I'm not receiving email notifications from
your system. Can you check this for me?",
                "msg_files": "",
                "send_time": 1753232747,
                "param": "",
                "send_error": "",
```

```
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232747,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            }
        ]
    }
}
```

Query Messages in Multiple Message Sessions

Query messages in multiple message sessions simultaneously.

Request URL

```
GET {base_url}/{api_path}/message/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page_size	Yes	Integer	Define how many records per page.
ids	Yes	String	The unique ID(s) of the message sessions. **Note:** • You can query the ID using Search Specific Message Sessions. • Use commas to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Messages>	The information of the queried messages.

Messages

Parameter	Type	Description
session_id	Integer	The unique ID of the message session.
records	Array<Msg_Record>	Message record.

Msg_Record

Parameter	Type	Description
session_id	Integer	The unique ID of the message session.
msg_id	Integer	The unique ID of the message.
delivery_status	Integer	Message delivery status. • `0`: Sending. • `1`: Sent successfully. • `2`: Failed to send.
sender	Object<Sender_Info>	The information of the sender.
msg_kind	Integer	The category of the message. • `0`: Normal message. • `1`: WhatsApp template message.
msg_type	Integer	The type of the message content. • `0`: User message. • `1`: Transfer message (transferred to extension or third-party message analytics platform). • `2`: Manually closed message. • `3`: Automatically closed message.

Parameter	Type	Description
		• `4`: Unsupported message type message. • `5`: Session pickup message. • `6`: Transfer message (transferred to message queue). • `7`: Visitor manually closed session message. • `8`: Call-related message.
msg_body	String	Message content.
msg_files	String	The information of message files, which is returned as a JSON-formatted string. The string represents an array of `File_Info` objects. For more details, see the File_Info table.
send_time	Integer	The Unix timestamp (in seconds) when the message was sent.
receive_time	Integer	The Unix timestamp (in seconds) when the message was received.
param	String	Additional message-related parameters, which is returned as a JSON-formatted string. The returned value varies depending on the `msg_type`. • If `msg_type` is `1` or `6`, this parameter returns session transfer information. • If `msg_type` is `8`, this parameter returns call information. For more details, see the Param table.
send_error	String	The type of error that occurred when sending a message. • `invalid_webhook_request`: Invalid request. • `unsupported_callback_type`: Unsupported callback type. • `resource_not_found`: Resource not found. • `invalid_did_number`: Invalid DID number. • `auth_fail`: Authentication failed. • `auth_not_exit`: Authentication information does not exist. • `request_fail`: Request failed. • `send_fail`: Sending failed. • `exceeds_size_limit`: Message exceeded size limit.

Parameter	Type	Description
		• `too_many_request`: Too many requests. • `unsupport_media_type`: Unsupported media type. • `invalid_param`: Invalid parameter. • `invalid_phone_number`: Invalid phone number. • `exceeds_time_limit`: Exceeded time limit. • `service_unavailable`: Third-party service unavailable. • `service_error`: Third-party service error. • `unknown_error`: Unknown error. • `template_not_exist`: WhatsApp template does not exist. • `msg_exceed`: WhatsApp message text exceeds the allowed limit.
send_error_msg	String	The error message returned by third-party services when message sending fails.
tag	String	The tag assigned to the Facebook message, indicating its category or purpose. • `ACCOUNT_UPDATE`: Account-related updates. • `CONFIRMED_EVENT_UPDATE`: Confirm event updates. • `HUMAN_AGENT`: Message sent by a human agent. • `POST_PURCHASE_UPDATE`: Updates after a purchase.
whatsapp_msg_param	String	Parameters to be inserted into the WhatsApp message template, provided as a JSON-formatted string.

Sender_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal extension user in the session.
user_no	String	The identifier of the user in the session. • For internal extension user, this parameter returns the extension number. • For Third-party message analytics platform, this parameter returns a fixed value `api`.

Parameter	Type	Description
		• For external customer, this parameter returns the ID or phone number of the customer.
user_type	Integer	User type. • `1`: Extension user. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message campaign recipient. • `9`: Third-party message analytics platform (transmitted via API)
avatar	String	The ID of the user's avatar.
username	String	User name.

File_Info

Parameter	Type	Description
id	String	The ID of the file.
name	String	The name of the file.
uri	String	The URI for accessing the file.
type	String	File type.
size	Integer	File size (**Unit**: Byte).

Param

Parameter	Type	Description
Session transfer information		
from	String	The name of the member who transfer the message session. • For extension user, this parameter returns the caller ID name of the extension. • For third-party message analytics platform, this parameter returns a fixed value `Third-Party Message Analytics Platform (Transmitted via API)`.

Parameter	Type	Description
from_type	String	The type of the member who transfer the message session. • `extension`: Extension user. • `api`: Third-party message analytics platform.
to	String	The name of the transfer destination. • For internal extension user, this parameter returns the extension number. • For message queue, this parameter is not returned. • For Third-party message analytics platform, this parameter returns a fixed value `api`.
to_id	Integer	The ID of the transfer destination. • For internal extension user / third-party message analytics platform, this parameter returns the system-assigned sequence ID of the session member. • For message queue, this parameter returns the unique ID of the message queue.
to_no	String	The identifier of the transfer destination. • For internal extension user, this parameter returns the extension number. • For message queue, this parameter is not returned. • For Third-party message analytics platform, this parameter returns a fixed value `api`.
to_type	String	The type of the transfer destination. • `extension`: Extension user. • `queue`: Message queue. • `api`: Third-party message analytics platform.
Call information (Applicable to Live Chat session only)		
from	String	The name of the member who initiate the call. • For internal extension user, this parameter returns the caller ID name of the extension.

Parameter	Type	Description
		• For external customer, this parameter returns a fixed value `Website Visitor`.
to	String	The name of the called member. • For internal extension user, this parameter returns the caller ID name of the extension. • For external customer, this parameter returns a fixed value `Website Visitor`.
to_type	Integer	The type of the member who was called. • `1`: Extension user. • `5`: Live Chat user (namely the website visitor).
to_member_id	Integer	The system-assigned sequence ID of the session member who was called.
cdr_uid	String	The unique ID of the CDR.
duration	String	Call duration.

Examples

Request example

Query the messages in two message sessions (ID: 2874 & 3086).

```
GET /
openapi/v1.0/message/query?page_size=10&access_token=ct7tuz0q8QE6DTNdPUXCQW
3N3IYj2SPX&ids=2874,3086 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
        "session_id": 2874,
        "records": [
            {
                "session_id": 2874,
                "msg_id": 9263,
                "delivery_status": 1,
```

```
                "sender": {
                    "user_id": 0,
                    "user_no": "1cc0546496ae42eabf50a54a97fff976",
                    "user_type": 5,
                    "avatar": "",
                    "username": "Website Visitor"
                },
                "msg_type": 7,
                "msg_body": "The session has been closed by visitor.",
                "msg_files": "",
                "send_time": 1753238892,
                "param": "",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753238892,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9211,
                "delivery_status": 1,
                "sender": {
                    "user_id": 39,
                    "user_no": "59996",
                    "user_type": 1,
                    "avatar":
"HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                    "username": "Jane Smith"
                },
                "msg_type": 6,
                "msg_body": "Jane Smith has transferred the session to Tech
Support queue.",
                "msg_files": "",
                "send_time": 1753232835,
                "param": "{\"from\":\"Jane Smith\",\"to\":\"Tech Support
queue\",\"to_id\":6,\"to_type\":\"queue\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232835,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
```

```
            {
                "session_id": 2874,
                "msg_id": 9209,
                "delivery_status": 1,
                "sender": {
                    "user_id": 39,
                    "user_no": "59996",
                    "user_type": 1,
                    "avatar":
 "HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                    "username": "Jane Smith"
                },
                "msg_type": 8,
                "msg_body": "Jane Smith initiates a call to the Website
 Visitor. Call duration: 00:05:00. CDR ID: 20250723090642A9FDF.",
                "msg_files": "",
                "send_time": 1753232811,
                "param": "{\"from\":\"Jane Smith\",\"to\":\"Website
 Visitor\",\"to_type\":5,\"to_member_id\":10832,\"cdr_uid\":\"2025072309064
2A9FDF\",\"duration\":\"00:05:00\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232811,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9208,
                "delivery_status": 1,
                "sender": {
                    "user_id": 0,
                    "user_no": "1cc0546496ae42eabf50a54a97fff976",
                    "user_type": 5,
                    "avatar": "",
                    "username": "Website Visitor"
                },
                "msg_type": 8,
                "msg_body": "Website Visitor initiates a call to the Jane
 Smith. Call duration: 00:03:02. CDR ID: 20250723090632258BB.",
                "msg_files": "",
                "send_time": 1753232798,
```

```
                "param": "{\"from\":\"Website Visitor\",\"to\":\"Jane
 Smith\",\"to_type\":1,\"to_member_id\":10833,\"cdr_uid\":\"202507230906322
58BB\",\"duration\":\"00:03:02\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232798,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9207,
                "delivery_status": 1,
                "sender": {
                    "user_id": 39,
                    "user_no": "59996",
                    "user_type": 1,
                    "avatar":
 "HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                    "username": "Jane Smith"
                },
                "msg_type": 5,
                "msg_body": "Jane Smith picked up the session from message
 queue Customer Query queue",
                "msg_files": "",
                "send_time": 1753232778,
                "param": "{\"from\":\"Customer Query
 queue\",\"from_id\":4,\"to\":\"Jane Smith\"}",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232778,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            },
            {
                "session_id": 2874,
                "msg_id": 9206,
                "delivery_status": 1,
                "sender": {
                    "user_id": 0,
                    "user_no": "1cc0546496ae42eabf50a54a97fff976",
                    "user_type": 5,
                    "avatar": "",
```

```
                    "username": "Website Visitor"
                },
                "msg_type": 0,
                "msg_body": "I'm not receiving email notifications from
 your system. Can you check this for me?",
                "msg_files": "",
                "send_time": 1753232747,
                "param": "",
                "send_error": "",
                "send_error_msg": "",
                "tag": "",
                "receive_time": 1753232747,
                "whatsapp_msg_param": "",
                "msg_kind": 0
            }
        ]
    },
    {
            "session_id": 3086,
            "records": [
                {
                    "session_id": 3086,
                    "msg_id": 10322,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 39,
                        "user_no": "59996",
                        "user_type": 1,
                        "avatar":
 "HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                        "username": "Jane Smith"
                    },
                    "msg_type": 0,
                    "msg_body":
 "{\"id\":392,\"template_id\":\"1293546285747227\",\"name\":\"campaign_noti
fication\",\"parameter_format\":\"NAMED\",\"language\":\"en\",\"category\"
:\"MARKETING\",\"sub_category\":\"CUSTOM\",\"omnichannel_id\":3,\"component
s\":[{\"type\":\"HEADER\",\"format\":\"IMAGE\"},{\"type\":\"BODY\",\"text\"
:\"Hello! #\\n\\nAs a valued VIP member, we’re excited to share
 a special DISCOUNT with you! #\\nEnjoy 20% OFF for all products
 —available until 2025/9/30.\\n\\nIf you have any questions
 or want to redeem your offer, simply reply to this message
 or contact our team.\\n\\nThank you for choosing Sale_Mart!
 #\"},{\"type\":\"BUTTONS\",\"buttons\":[{\"type\":\"FLOW\",\"text\":\"Rede
em
```

```
 Offer\",\"flow_id\":657693363952373,\"flow_action\":\"NAVIGATE\",\"navigat
e_screen\":\"SIGN_UP\"},{\"type\":\"URL\",\"text\":\"Visit
 website\",\"url\":\"https://test.com/\"},{\"type\":\"VOICE_CALL\",\"text\"
:\"Contact us\"}]}]}",
                    "msg_files": "",
                    "send_time": 1758591592,
                    "param": "",
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758591592,
                    "whatsapp_msg_param":
 "{\"id\":392,\"template_id\":\"1293546285747227\",\"name\":\"campaign_noti
fication\",\"language\":{\"code\":\"en\"},\"components\":[{\"type\":\"HEADE
R\",\"parameters\":[{\"type\":\"IMAGE\",\"file_list\":[{\"id\":\"ee6b401701
0b401c88a02aeb9cfcd4d2\",\"name\":\"images.jpg\",\"uri\":\"20250923/ee6b401
7010b401c88a02aeb9cfcd4d2\",\"type\":\"image/jpeg\",\"size\":7163}]}]},{\"t
ype\":\"BODY\",\"parameters\":[{\"type\":\"TEXT\",\"text\":\"\",\"parameter
_name\":\"customertier\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_nam
e\":\"offertype\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_name\":\"of
ferdetails\"},{\"type\":\"TEXT\",\"text\":\"\",\"parameter_name\":\"expiryd
ate\"},{\"type\":\"TEXT\",\"text\":\"11\",\"parameter_name\":\"companyname\
"}]},{\"type\":\"BUTTONS\",\"parameters\":[{\"type\":\"FLOW\",\"text\":\"\"
},{\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\",\"text\":\"\"}]
}],\"parameter_format\":\"NAMED\"}",
                    "msg_kind": 1
                },
                {
                    "session_id": 3086,
                    "msg_id": 10321,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 39,
                        "user_no": "59996",
                        "user_type": 1,
                        "avatar":
 "HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                        "username": "Jane Smith"
                    },
                    "msg_type": 0,
                    "msg_body": "Your order is scheduled to be delivered
 tomorrow. You’ll receive a notification once it’s out for delivery.",
                    "msg_files": "",
                    "send_time": 1758591565,
                    "param": "",
```

```
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758591565,
                    "whatsapp_msg_param": "",
                    "msg_kind": 0
                },
                {
                    "session_id": 3086,
                    "msg_id": 10319,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 0,
                        "user_no": "+8618159207827",
                        "user_type": 3,
                        "avatar": "",
                        "username": ""
                    },
                    "msg_type": 0,
                    "msg_body": "Thanks! Can you tell me when it will be
delivered?",
                    "msg_files": "",
                    "send_time": 1758549891,
                    "param": "",
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758549889,
                    "whatsapp_msg_param": "",
                    "msg_kind": 0
                },
                {
                    "session_id": 3086,
                    "msg_id": 10318,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 39,
                        "user_no": "59996",
                        "user_type": 1,
                        "avatar":
"HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
                        "username": "Jane Smith"
                    },
                    "msg_type": 0,
```

```
                    "msg_body": "Thank you. I’m checking the details for
order 123456 now.",
                    "msg_files": "",
                    "send_time": 1758549851,
                    "param": "",
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758549848,
                    "whatsapp_msg_param": "",
                    "msg_kind": 0
                },
                {
                    "session_id": 3086,
                    "msg_id": 10317,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 0,
                        "user_no": "+8618159207827",
                        "user_type": 3,
                        "avatar": "",
                        "username": ""
                    },
                    "msg_type": 0,
                    "msg_body": "Sure, my order number is 123456.",
                    "msg_files": "",
                    "send_time": 1758549724,
                    "param": "",
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758549722,
                    "whatsapp_msg_param": "",
                    "msg_kind": 0
                },
                {
                    "session_id": 3086,
                    "msg_id": 10316,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 39,
                        "user_no": "59996",
                        "user_type": 1,
                        "avatar":
"HEEsqLBtF2VJ4wV85f2ef07f-15ab-4e62-bffb-1200a54a3209",
```

```
                        "username": "Jane Smith"
                    },
                    "msg_type": 0,
                    "msg_body": "Hello! I'd be happy to assist you. Could
 you please provide your order number?",
                    "msg_files": "",
                    "send_time": 1758549548,
                    "param": "",
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758549547,
                    "whatsapp_msg_param": "",
                    "msg_kind": 0
                },
                {
                    "session_id": 3086,
                    "msg_id": 10315,
                    "delivery_status": 1,
                    "sender": {
                        "user_id": 0,
                        "user_no": "+8618159207827",
                        "user_type": 3,
                        "avatar": "",
                        "username": ""
                    },
                    "msg_type": 0,
                    "msg_body": "Hi, I need help with my recent order.",
                    "msg_files": "",
                    "send_time": 1758549500,
                    "param": "",
                    "send_error": "",
                    "send_error_msg": "",
                    "tag": "",
                    "receive_time": 1758549496,
                    "whatsapp_msg_param": "",
                    "msg_kind": 0
                }
            ]
        }
    ]
}
```

Upload Files for Messaging

Upload one or more files to the PBX, which can be used when sending messages in either message campaigns or message sessions.

> **Note:**
>
> - The uploaded files are stored under the folder `/ysdisk/cache/chat`, and these files will be periodically cleaned up along with chat messages.
> - The total size of uploaded file(s) can NOT exceed 100 MB.

Request URL

```
POST {base_url}/{api_path}/message/batchupload?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
files	Yes	file	List of file resources, uploaded via **form-data**. **Note:** Supports to upload multiple files.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Parameter	Type	Description
list	Array<File_Info>	The list of detailed information for uploaded files.

File_Info

Parameter	Type	Description
id	String	The ID of the file.
name	String	The name of the file.
uri	String	The URI for accessing the file.
type	String	File type.
size	Integer	File size (**Unit**: Byte).

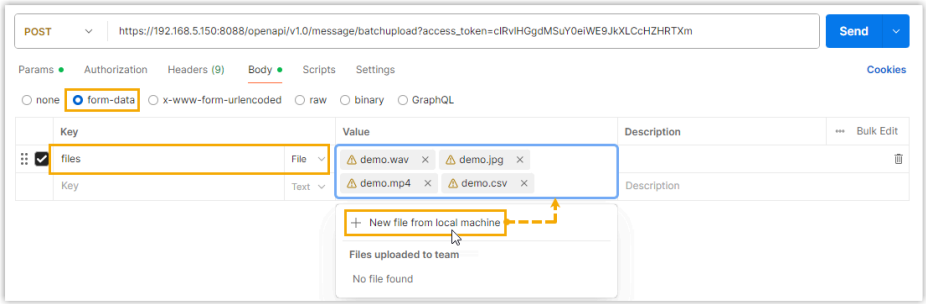
Example

Request example

```
POST /
openapi/v1.0/message/batchupload?access_token=cIRvlHGgdMSuY0eiWE9JkXLCcHZHR
TXm HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: multipart/form-data;
 boundary=----WebKitFormBoundary7MA4YWxkTrZu0gW

------WebKitFormBoundary7MA4YWxkTrZu0gW
Content-Disposition: form-data; name="files";
 filename="/D:/projects/files/demo.wav"
Content-Type: audio/wav

(binary data) # actual file content here
------WebKitFormBoundary7MA4YWxkTrZu0gW
Content-Disposition: form-data; name="files";
 filename="/D:/projects/files/demo.jpg"
Content-Type: image/jpeg

(binary data) # actual file content here
------WebKitFormBoundary7MA4YWxkTrZu0gW
Content-Disposition: form-data; name="files";
 filename="/D:/projects/files/demo.mp4"
Content-Type: video/mp4

(binary data) # actual file content here
------WebKitFormBoundary7MA4YWxkTrZu0gW
```

```
Content-Disposition: form-data; name="files";
 filename="/D:/projects/files/demo.csv"
Content-Type: text/csv

(binary data) # actual file content here
------WebKitFormBoundary7MA4YWxkTrZu0gW--
```

Figure 4. **Request example in Postman**



Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "list": [
        {
            "id": "da20742bf760466aa0aac64c07c05353",
            "name": "demo.wav",
            "uri": "20250728/da20742bf760466aa0aac64c07c05353",
            "type": "audio/wave",
            "size": 202812
        },
        {
            "id": "98027f003d3d47328f2e5dbeb0f65879",
            "name": "demo.jpg",
            "uri": "20250728/98027f003d3d47328f2e5dbeb0f65879",
            "type": "image/jpeg",
            "size": 95896
        },
        {
            "id": "d96bb38dafc447c5b04350df9440f74c",
            "name": "demo.mp4",
            "uri": "20250728/d96bb38dafc447c5b04350df9440f74c",
            "type": "video/mp4",
            "size": 309568
        },
```

```
        {
            "id": "75866e1ff520418a8bee0f92f6d7b161",
            "name": "demo.csv",
            "uri": "20250728/75866e1ff520418a8bee0f92f6d7b161",
            "type": "text/csv",
            "size": 56890
        }
    ]
}
```

Send a Message in a Message Session

Send a message in a specific message session, or initiate a message session.

Request URL

```
POST {base_url}/{api_path}/message/send?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
sender_type	Yes	Integer	The type of the sender. **Valid value**: • `1`: Extension user. • `9`: Third-party message analytics platform (transmitted via API)
sender_no	No	String	The identifier of the sender. **Valid value**: • If `sender_type` is set to `1`, this parameter is REQUIRED, which can be used to specify the extension number. • If `sender_type` is set to `9`, enter `api` or leave it blank.
session_id	No	Integer	The unique ID of the message session, specifying which session the message will be sent through. **Note:** • You can query the message session ID using Search Specific Message Sessions.

Parameter	Required	Type	Description
			• When initiating a message session, omit this parameter. However, if there is an existing session where the values of `channel`, `did_number`, and `to` all match those specified in the request, the message will be sent within that session instead of creating a new one.
channel	No	String	The type of the message channel via which the message will be sent. **Note:** This parameter is REQUIRED when initiating a message session (The parameter `session_id` is omitted). **Valid value**: • `general` • `apidaze` • `athena` • `bandwidth` • `flowroute` • `ixica` • `siptrunk` • `skyetel` • `telnyx` • `twilio` • `vetta` • `voicemeup` • `whatsapp` • `facebook` • `livechat`
did_number	No	String	The DID number associated with the message channel. **Note:** • This parameter is REQUIRED when initiating a message session (The parameter `session_id` is omitted).

Parameter	Required	Type	Description
			• You can query the corresponding DID number using Search Specific Message Channels.
to	No	String	The external number to which the message will be sent. **Note:** • This parameter is REQUIRED when initiating a message session (The parameter `session_id` is omitted). • The value may start with a `+`, and can include digits, the characters `(`, `)`, `.`, `-`, `*`, `#`, and spaces.
msg_kind	No	Integer	The category of the message to be sent. **Valid value**: • `0`: Normal message. • `1`: WhatsApp template message.
msg_type	No	Integer	The type of the message content. **Value value**: • `0`: User message.
msg_body	No	String	The text content of the message. **Note:** For normal message (`msg_kind` is set to `0`), either `msg_body` or `files` must be provided.
files	No	Array<File_Info>	The detailed information of the file to be sent. **Note:** • For normal message (`msg_kind` is set to `0`), either `msg_body` or `files` must be provided. • You can upload the desired file using Upload Files for Messaging, the pass the returned file information in this parameter.

Parameter	Required	Type	Description
			• Only one file is supported per message.
whatsapp_msg_param	No	String	Message parameters to be filled into a WhatsApp message template, provided in JSON-formatted string. **Note:** This parameter is REQUIRED when `msg_kind` is set to `1`. To send a template message, you need to first get the desired WhatsApp message template, then construct the message object with the template information and the desired values for placeholders (variables) in the template. For more information, see WhatsApp Message Template Component Description.
tag	No	String	Facebook message tag. **Note:** This parameter is REQUIRED when sending messages in a Facebook message session outside the 24-hour messaging window, otherwise the message sending will fail. **Valid value**: • `ACCOUNT_UPDATE`: Tags the message you are sending as a non-recurring update to customer's application or account. • `CONFIRMED_EVENT_UPDATE`: Tags the message you are sending as a reminder of an upcoming event or an update for an event in progress for which the customer is registered. • `HUMAN_AGENT`: Provide human agent support in cases where a customer's issue cannot be resolved in the standard messaging window. • `POST_PURCHASE_UPDATE`: Tags the message you are sending as an update for a recent purchase made by the customer.
request_id	No	String	The ID of the request, which can be used to identify and track the sent message. **Note:**

Parameter	Required	Type	Description
			The length must not exceed 127 characters.

File_Info

Parameter	Required	Type	Description
id	No	String	The ID of the file.
name	No	String	The name of the file.
uri	Yes	String	The URI for accessing the file.
type	No	String	File type.
size	No	Integer	File size (**Unit**: Byte).

Response parameters

> **Tip:**
> You can get notified about the specific message delivery status by monitoring the API event (30032) Message Sending Result.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
msg_id	Integer	The unique ID of the message.
session_id	Integer	The unique ID of the message session.

Examples

- Send an image file via an existing message session of extension user 1003.
  1. Upload the desired file.

     Request example

     ```
     POST /
     openapi/v1.0/message/batchupload?access_token=cIRvlHGgdMSuY0eiWE9
     JkXLCcHZHRTXm HTTP/1.1
     Host: 192.168.5.150:8088
     Content-Type: multipart/form-data;
      boundary=----WebKitFormBoundary7MA4YWxkTrZu0gW

     ------WebKitFormBoundary7MA4YWxkTrZu0gW
     Content-Disposition: form-data; name="files";
      filename="/D:/projects/files/demo.jpeg"
     Content-Type: image/jpeg

     (binary data) # actual file content here
     ------WebKitFormBoundary7MA4YWxkTrZu0gW
     ```

     Response example

     ```
     HTTP/1.1 200 OK
     {
         "errcode": 0,
         "errmsg": "SUCCESS",
         "list": [
             {
                 "id": "65a7872eedb341068369fe67664e0fa1",
                 "name": "demo.jpeg",
                 "uri": "20250725/65a7872eedb341068369fe67664e0fa1",
                 "type": "image/jpeg",
                 "size": 88555
             }
         ]
     }
     ```

  2. Send the file within a specific message session (ID: 3077).

     Request example

     ```
     POST /
     openapi/v1.0/message/send?access_token=QTkYRnZyCPVJb6rS8Ttw4mqRQU
     bslN67 HTTP/1.1
     Host: 192.168.5.150:8088
     ```

```
Content-Type: application/json
{
  "sender_type": 1,
  "sender_no": "1003",
  "session_id": 3077,
  "msg_kind": 0,
  "msg_type": 0,
  "files": [
        {
            "id": "65a7872eedb341068369fe67664e0fa1",
            "name": "demo.jpeg",
            "uri": "20250725/65a7872eedb341068369fe67664e0fa1",
            "type": "image/jpeg",
            "size": 88555
        }
    ],
  "request_id": "imgmsg-1003-20240918170355"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "msg_id": 10273,
    "session_id": 3077
}
```

- Send a message via an existing Facebook session (ID: 3069) outside the 24-hour messaging window.

Request example

```
POST /
openapi/v1.0/message/send?access_token=f1G3MaqlX4pjCtiQwv9bGZyJd5OCt4J
L HTTP/1.1
Host: 192.168.33.98:8088
Content-Length: 264

{
  "sender_type": 1,
  "sender_no": "1003",
  "session_id": 3069,
  "msg_kind": 0,
  "msg_type": 0,
  "msg_body": "Your account details have been updated.",
```

```
  "tag": "ACCOUNT_UPDATE"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "msg_id": 10252,
    "session_id": 3069
}
```

- Initiate a WhatsApp session and send a WhatsApp template message.
  1. Get the information of the desired WhatsApp template.

     Request example

     ```
     GET /
     openapi/v1.0/message_channel/whatsapp_template?omnichannel_id=1&a
     ccess_token=FOgrNFKY6xVQcUxw3pfMTFqCAG6lBulV&search_value=discoun
     t HTTP/1.1
     Host: 192.168.5.150:8088
     ```

     Response example

     ```
     HTTP/1.1 200 OK
     {
         "errcode": 0,
         "errmsg": "SUCCESS",
         "total_number": 1,
         "data": [
             {
                 "id": 1773,
                 "template_id": "1293546285747227",
                 "name": "discount_campaign",
                 "parameter_format": "NAMED",
                 "language": "en",
                 "category": "MARKETING",
                 "sub_category": "CUSTOM",
                 "components_data":
      "[{\"type\":\"HEADER\",\"format\":\"IMAGE\"},{\"type\":\"BODY\"
     ,\"text\":\"Hello! #\\n\\nAs a valued  {{customertier}}
      member, we're excited to share a special {{offertype}}
      with you! #\\nEnjoy {{offerdetails}}—available until
      {{expirydate}}.\\n\\nIf you have any questions or want to
      redeem your offer, simply reply to this message or contact
     ```

```
 our team.\\n\\nThank you for choosing {{companyname}}!
 #\"},{\"type\":\"BUTTONS\",\"buttons\":[{\"type\":\"FLOW\",\"tex
t\":\"Redeem
 Offer\",\"flow_id\":657693363952373,\"flow_action\":\"NAVIGATE\"
,\"navigate_screen\":\"SIGN_UP\"},{\"type\":\"URL\",\"text\":\"Vi
sit
 website\",\"url\":\"https://test.com/\"},{\"type\":\"VOICE_CALL\
",\"text\":\"Contact us\"}]}]",
            "omnichannel_id": 1
        }
    ]
}
```

2. Construct the template message content according to [WhatsApp Message Template Component Description](), and convert it into a JSON-formatted string.

```
 {\"id\":1773,\"template_id\":\"1293546285747227\",\"name\":\"dis
count_campaign\",\"language\":{\"code\":\"en\"},\"parameter_forma
t\":\"NAMED\",\"components\":[{\"type\":\"HEADER\",\"parameters\"
:[{\"type\":\"IMAGE\",\"file_list\":[{\"id\":\"d8b23d56d9974cdb90
d6c2d6927861b9\",\"name\":\"demo.jpeg\",\"uri\":\"20250725/d8b23d
56d9974cdb90d6c2d6927861b9\",\"type\":\"image/jpeg\",\"size\":885
55}]}]},{\"type\":\"BODY\",\"parameters\":[{\"type\":\"TEXT\",\"t
ext\":\"VIP\",\"parameter_name\":\"customertier\"},{\"type\":\"TE
XT\",\"text\":\"discount\",\"parameter_name\":\"offertype\"},{\"t
ype\":\"TEXT\",\"text\":\"20% off for all
 products\",\"parameter_name\":\"offerdetails\"},{\"type\":\"TEX
T\",\"text\":\"July 31,
 2025\",\"parameter_name\":\"expirydate\"},{\"type\":\"TEXT\",\"t
ext\":\"SmartMal\",\"parameter_name\":\"companyname\"}]},{\"type\
":\"BUTTONS\",\"parameters\":[{\"type\":\"FLOW\",\"text\":\"\"},{
\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\",\"text\"
:\"\"}]}]}
```

3. Create a message session via a WhatsApp channel.

Request example

```
POST /
openapi/v1.0/message_campaign/create?access_token=YAuOvAdHfaqJ8Ni
46FDdM9zgK7jYa6mE HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "sender_type": 1,
  "sender_no": "1003",
  "channel":"whatsapp",
```

```
  "did_number": "+15550193510",
  "to": "+14155552671",
  "msg_kind": 1,
  "msg_type": 0,

 "whatsapp_msg_param":"{\"id\":1773,\"template_id\":\"12935462857
47227\",\"name\":\"discount_campaign\",\"language\":{\"code\":\"e
n\"},\"parameter_format\":\"NAMED\",\"components\":[{\"type\":\"H
EADER\",\"parameters\":[{\"type\":\"IMAGE\",\"file_list\":[{\"id\
":\"d8b23d56d9974cdb90d6c2d6927861b9\",\"name\":\"demo.jpeg\",\"u
ri\":\"20250725/d8b23d56d9974cdb90d6c2d6927861b9\",\"type\":\"ima
ge/jpeg\",\"size\":88555}]}]},{\"type\":\"BODY\",\"parameters\":[
{\"type\":\"TEXT\",\"text\":\"VIP\",\"parameter_name\":\"customer
tier\"},{\"type\":\"TEXT\",\"text\":\"discount\",\"parameter_nam
e\":\"offertype\"},{\"type\":\"TEXT\",\"text\":\"20% off for all
 products\",\"parameter_name\":\"offerdetails\"},{\"type\":\"TEX
T\",\"text\":\"July 31,
 2025\",\"parameter_name\":\"expirydate\"},{\"type\":\"TEXT\",\"t
ext\":\"SmartMal\",\"parameter_name\":\"companyname\"}]},{\"type\
":\"BUTTONS\",\"parameters\":[{\"type\":\"FLOW\",\"text\":\"\"},{
\"type\":\"URL\",\"text\":\"\"},{\"type\":\"VOICE_CALL\",\"text\"
:\"\"}]}]}"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 249
}
```

Storage

Query Storage Device List

Query the storage device list.

Request URL

```
GET {base_url}/{api_path}/storage/list?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query storage device list.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of storage devices.
storage_list	Array<Storage_Info>	The information of storage devices.

Storage_Info

Parameter	Type	Description
id	Integer	The unique ID of the storage device.
name	String	The name of the storage device.
type	String	The type of the storage device.
status	String	The connection status of the storage device.
total	String	The total capacity of the storage device.
available	String	The available capacity of the storage device.

Examples

Request example

```
GET /
openapi/v1.0/storage/list?access_token=0PeFmQIk5q0NtsD5RyjTPPWOAZ7oeom1
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "storage_list": [
        {
            "id": 1,
            "name": "LOCAL",
            "type": "local",
            "status": "connected",
            "total": "6.14G",
            "available": "5.47G"
        },
        {
            "id": 10,
            "name": "network drive",
            "type": "netdisk",
            "status": "connected",
            "total": "343.23G",
            "available": "100.05G"
        }
    ]
}
```

Backup

Query Backup File List

Query the backup file list.

Request URL

```
GET {base_url}/{api_path}/backup/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.

Parameter	Required	Type	Description
sort_by	No	String	Define the sorting field. **Valid value**: • `file_name` • `backup_time`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of backup files.
backup_list	Array<Backup_Info>	The information of backup files.

Backup_Info

Parameter	Type	Description
file_name	String	The name of the backup file.
backup_time	String	The time when the backup is created.
memo	String	The remark of the backup file.
backup_status	String	The backup status of the backup file. • `success`

Parameter	Type	Description
		• `failed` • `processing`

Examples

Request example

```
GET /
openapi/v1.0/backup/list?access_token=sTxrM4A46DKnXvmC7MgudkEgPEJABBQ6&page
=1&page_size=2&sort_by=file_name&order_by=asc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "backup_list": [
        {
            "file_name": "Backup-X.18.0.89-20250313132238-local.bak",
            "backup_time": "2025/03/13 13:24:15",
            "memo": "",
            "backup_status": "success"
        },
        {
            "file_name": "Backup-X.18.0.45-20250208112520-local.bak",
            "backup_time": "2025/02/08 11:27:15",
            "memo": "",
            "backup_status": "success"
        }
    ]
}
```

Search Specific Backup File

Search specific backup files from the backup files list.

Request URL

```
GET {base_url}/{api_path}/backup/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `file_name` • `backup_time`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order • `desc`: Descending order
search_value	No	String	Define a keyword from the backup file name or memo to search backup file by the keyword.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of backup files matching the search criteria.
backup_list	Array<Backup_Info>	The information of backup files.

Backup_Info

Parameter	Type	Description
file_name	String	The name of the backup file.
backup_time	String	The time when the backup is created.
memo	String	The remark of the backup file.
backup_status	String	The backup status of the backup file. • `success` • `failed` • `processing`

Examples

Request example

Search for backup file for version 18.0.89 from the backup file list.

```
GET /
openapi/v1.0/backup/search?access_token=85dEVrxzolca3XhiLZNuxQNUnvEdaapY&se
arch_value=18.0.89 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 1,
    "backup_list": [
        {
            "file_name": "Backup-X.18.0.89-20250313132238-local.bak",
            "backup_time": "2025/03/13 13:24:15",
            "memo": "",
            "backup_status": "success"
        }
    ]
}
```

Query Information of a Backup File

Query the detailed information of a backup file.

Request URL

```
GET {base_url}/{api_path}/backup/get?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
file_name	Yes	String	The name of the backup file. **Note:** You can query backup file name using Search Specific Backup File.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
backup	Array<Backup_Info>	The information of the backup file.

Backup_Info

Parameter	Type	Description
file_name	String	The name of the backup file.
backup_time	String	The time when the backup is created.
memo	String	The remark of the backup file.
backup_status	String	The backup status of the backup file. • `success`

Parameter	Type	Description
		• `failed` • `processing`

Examples

Request example

Query the detailed information of a backup file (Name: Backup-X.18.0.89-20250313132238-local.bak).

```
GET /
openapi/v1.0/backup/get?access_token=xFMEN8G2cyy6fB38estExByguJTOGS9p&file_
name=Backup-X.18.0.89-20250313132238-local.bak HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "backup": {
        "file_name": "Backup-X.18.0.89-20250313132238-local.bak",
        "backup_time": "2025/03/13 13:24:15",
        "memo": "",
        "backup_status": "success"
    }
}
```

Query Information of Multiple Backup Files

Query the detailed information of multiple backup files at the same time.

Request URL

```
GET {base_url}/{api_path}/backup/query?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
file_names	Yes	String	The name(s) of backup file(s).

Parameter	Required	Type	Description
			Note: • You can query backup file name using Search Specific Backup File. • Use a comma to separate the names.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
backup_list	Array<Backup_Info>	The information of backup files.

Backup_Info

Parameter	Type	Description
file_name	String	The name of the backup file.
backup_time	String	The time when the backup is created.
memo	String	The remark of the backup file.
backup_status	String	The backup status of the backup file. • `success` • `failed` • `processing`

Examples

Request example

Query the detailed information of backup files (Name: Backup-X.17.0.10-20241025090454-local.bak & Backup-X.18.0.45-20250208112520-local.bak).

```
GET /
openapi/v1.0/backup/query?access_token=xFMEN8G2cyy6fB38estExByguJTOGS9p&file_names=Backup-X.17.0.10-20241025090454-local.bak,Backup-X.18.0.45-20250208112520-local.bak HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "backup_list": [
        {
            "file_name": "Backup-X.17.0.10-20241025090454-local.bak",
            "backup_time": "2024/10/25 09:06:29",
            "memo": "",
            "backup_status": "success"
        },
        {
            "file_name": "Backup-X.18.0.45-20250208112520-local.bak",
            "backup_time": "2025/02/08 11:27:15",
            "memo": "",
            "backup_status": "success"
        }
    ]
}
```

Get Backup Status of a Backup File

Get the backup status of a specific backup file.

Request URL

```
GET {base_url}/{api_path}/backup/getstatus?access_token={access_token}
```

Request parameter

Parameter	Required	Type	Description
file_name	Yes	Integer	The name of the backup file. **Note:** You can query the backup file ID using Search Specific Backup File.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
status	String	The backup status of backup file. • `success` • `failed` • `processing`

Examples

Request example

Query the backup status of a backup file (Name: Backup-X.20.0.X-20250827140801-local.bak).

```
GET /
openapi/v1.0/backup/getstatus?access_token=bnmkmFeDCGp1HlKRuMGMUxF1ZA76qer1
&file_name=Backup-X.20.0.X-20250827140801-local.bak HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "status": "success"
}
```

Download a Backup File

Download a specific backup file.

Steps to download a backup file

1. Get the download URL of a backup file
2. Download the backup file

Request URL

```
GET {base_url}/{api_path}/backup/download?access_token={access_token}
```

Request parameter

Parameter	Required	Type	Description
file_name	Yes	Integer	The name of the backup file. **Note:** You can query the backup file ID using Search Specific Backup File.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The name of the backup file.
download_resource_url	String	The download URL of the backup file. **Note:** The download URL is only valid for 30 minutes.

Examples

Request Example

Get the download URL of a backup file.

```
GET /
openapi/v1.0/backup/download?access_token=d8JNSpRBo8VdEiGmn0x7UDs1vF70jtrq&
file_name=Backup-local.bak HTTP/1.1
192.168.5.150:8088
```

Response Example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file": "Backup-local.bak",
    "download_resource_url": "/api/download/Backup-X.20.0.X-down-
load-20250827143149-UK4RSlRdmVEOGr8c.bak"
}
```

Download the backup file

After obtaining the download URL for the backup file, combine it with the *`{base_url}`* and append the `{access_token}` parameter. Then, use the complete link to download the desired backup file.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/Backup-X.20.0.X-download-20250827143149-UK4RSlRdmVEOGr8c.bak?a
ccess_token=WQMR0cuirhX264oZMa9pV03T9li924NS
```

Add a Backup File

Add and configure a backup file.

Request URL

```
POST {base_url}/{api_path}/backup/create?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
file_name	Yes	String	The name of the backup file.
memo	No	String	Comments for the backup file.
storage_location	No	Integer	The ID of the storage device for the backup file. **Note:** You can query storage devices' ID using Query Storage Device List.
sound_backup	No	Integer	Whether to back up custom prompts. **Valid value**: • `0`: Disable • `1`: Enable
cdr_backup	No	Integer	Whether to back up call logs. **Valid value**: • `0`: Disable • `1`: Enable
contact_backup	No	Integer	Whether to back up company contacts and phonebooks settings. **Valid value**:

Parameter	Required	Type	Description
			• `0`: Disable • `1`: Enable
message_backup	No	Integer	Whether to back up chat data for external chat. **Valid value**: • `0`: Disable • `1`: Enable
fax_backup	No	Integer	Whether to back up fax logs. **Valid value**: • `0`: Disable • `1`: Enable

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file_name	String	The name of the backup file.

Examples

Request example

```
POST /
openapi/v1.0/backup/create?access_token=C6cqRHSqYPNMrTDyF2BLyVUCKkpS6rTG
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
```

```
    "file_name": "Backup-X.18.0.89",
    "memo": "test",
    "storage_location": 1,
    "sound_backup": 1,
    "cdr_backup": 1,
    "contact_backup": 1,
    "message_backup": 1,
    "fax_backup": 1
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file_name": "Backup-X.18.0.89-local.bak"
}
```

Delete a Backup File

Delete a backup file.

Request URL

```
GET {base_url}/{api_path}/backup/delete?file_name={filename}&access_token={acce
ss_token}
```

Request parameters

Parameter	Required	Type	Description
file_name	Yes	String	The name of the backup file. **Note:** You can query backup file name using Search Specific Backup File.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/backup/delete?access_token=s6xUEUQ43Mtp5eRo0hCvfGFOvym7HeaQ&fi
le_name=Backup-X.17.0.10-20241025090454-local.bak HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

System Log

Query System Log List

Query the system log list.

Request URL

```
GET {base_url}/{api_path}/system_log/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: `file_name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Table 332.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the system log files.
data	Array<Log_Info>	The information of the system log files.

Log_Info

Table 333.

Parameter	Type	Description
file_name	String	The date-based file name of the system log.

Examples

Request example

```
GET /
openapi/v1.0/system_log/list?page=1&page_size=2&sort_by=file_name&order_by=
desc&access_token=MCowjJR0hBY3hkptJIflnZpsbfIxQ9oE HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 4,
    "data": [
        {
            "file_name": "20240610"
        },
        {
            "file_name": "20240611"
        }
    ]
}
```

Download System Log Files

Download one or multiple system log files.

Steps to download system log file(s)

1. Get the download URL of system log file(s)
2. Download the system log file

Request URL

```
GET {base_url}/{api_path}/system_log/download?access_token={access_token}
```

Request parameters

Table 334.

Parameter	Required	Type	Description
files	Yes	String	The date-based file name(s) of the system log file(s). **Note:** • You can query the file name using the Query System Log List interface. • Use a comma (`,`) to separate multiple file names.

Response parameters

Table 335.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The unique name of the compressed system log file.
download_resource_url	String	The download URL of the compressed system log file. **Note:** The download URL is only valid for 30 minutes.

Examples

Request example

Obtain the download URL of a system log (file name: 20240422).

```
GET /
openapi/v1.0/system_log/download?access_token=aKKAw5bdgih4poMmbB8XSleFZc8Jf
rJs&files=20240422 HTTP/1.1
Host: 192.168.5.150:8088
User-Agent: OpenAPI
```

Response example

```
HTTP/1.1 200 OK

{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file":
 "PBX-SystemLog-x.15.0.x-download-20240422102614-RThAqlK33pk0d0Ya.tar",
    "download_resource_url":
 "/api/download/PBX-SystemLog-x.15.0.x-download-20240422102614-RThAqlK33pk0
d0Ya.tar"
}
```

Download the system log file

After obtaining the download URL for the system log file, combine it with the *{base_url}* and append the `{access_token}` parameter. Then, use the complete link to download the desired file.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/PBX-SystemLog-x.15.0.x-download-20240422102614-RThAqlK33pk0d0Y
a.tar?access_token=MB1OklPar5hnDfhi4srZa8FrZ4znFSzr
```

API Feature Settings

Extension Status Monitor

Query Extension Status Monitoring Settings

Query extension status monitoring settings for the API feature.

Request URL

```
GET {base_url}/{api_path}/
extension_status_monitor/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `ext_id`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of extensions.
data	Array<Monitoring_Settings>	The status monitoring settings of extensions.

Monitoring_Settings

Parameter	Type	Description
ext_id	Integer	Extension ID.
number	String	Extension Number.
name	String	Extention's Caller ID Name.
enb_register_status	Integer	Whether the Registration Status Monitor is enabled. • `0`: Disabled • `1`: Enabled
enb_call_status	Integer	Whether the Call Status Monitor is enabled. • `0`: Disabled • `1`: Enabled
enb_presence_status	Integer	Whether the Presence Status Monitor is enabled. • `0`: Disabled • `1`: Enabled

Examples

Request example

```
GET /
openapi/v1.0/extension_status_monitor/list?access_token=bZDofvFsZ6oMkZgII19
5h1BzLa0co5o4&page=1&page_size=4&sort_by=ext_id&order_by=asc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 12,
    "data": [
        {
            "ext_id": 9,
            "number": "1000",
            "name": "Leo Ball",
            "enb_register_status": 0,
            "enb_call_status": 1,
            "enb_presence_status": 0
        },
        {
            "ext_id": 10,
            "number": "1001",
            "name": "Phillip Huff",
            "enb_register_status": 1,
            "enb_call_status": 1,
            "enb_presence_status": 0
        },
        {
            "ext_id": 4,
            "number": "1002",
            "name": "Terrell Smith",
            "enb_register_status": 0,
            "enb_call_status": 0,
            "enb_presence_status": 1
        },
        {
            "ext_id": 5,
            "number": "1003",
            "name": "Dave Harris",
            "enb_register_status": 0,
            "enb_call_status": 0,
            "enb_presence_status": 0
        }
    ]
}
```

Update Extension Status Monitoring Settings

Update extension status monitoring settings for the API feature.

Request URL

```
POST {base_url}/{api_path}/
extension_status_monitor/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ext_monitor_list	No	Array<Monitoring_Settings>	The status monitoring settings of extensions.

Monitoring_Settings

Parameter	Required	Type	Description
ext_id	Yes	Integer	Extension ID. **Note:** You can get extension IDs using Query Extension Status Monitoring Settings.
number	No	String	Extension Number.
name	No	String	Extension's Caller ID Name.
enb_register_status	No	Integer	Whether to enable registration status monitoring for the extension. **Valid value**: • `0`: Disable • `1`: Enable
enb_call_status	No	Integer	Whether to enable call status monitoring for the extension. **Valid value**: • `0`: Disable • `1`: Enable
enb_presence_status	No	Integer	Whether to enable presence status monitoring for the extension. **Valid value**: • `0`: Disable • `1`: Enable

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update monitoring settings for an extension (ID: 10).

```
POST /
openapi/v1.0/extension_status_monitor/update?access_token=eyqOGfQ6xGbQ3R5VS
xHbXkey9fiOW8bZ HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "ext_monitor_list": [
        {
            "ext_id": 10,
            "name": "Phillip Huff",
            "number": "1001",
            "enb_call_status": 1,
            "enb_presence_status": 1,
            "enb_register_status": 0
        }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Trunk Status Monitor

Query Trunk Status Monitoring Settings

Query trunk status monitoring settings for the API feature.

Request URL

```
GET {base_url}/{api_path}/
trunk_status_monitor/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `trunk_id`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of trunks.
data	Array<Monitoring_Settings>	The status monitoring settings of trunks.

Monitoring_Settings

Parameter	Type	Description
trunk_id	Integer	Trunk ID.
name	String	Trunk Name.
enb_call_status	Integer	Whether the Call Status Monitor is enabled. • `0`: Disabled • `1`: Enabled
enb_control_inbound_call	Integer	Whether the Control Inbound Call is enabled. • `0`: Disabled • `1`: Enabled

Examples

Request example

```
GET /
openapi/v1.0/trunk_status_monitor/list?access_token=QytWnoLcod7RFB5f0S5oX4O
RMbKPbU5t&page=1&page_size=2&sort_by=trunk_id&order_by=asc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 6,
    "data": [
```

```
        {
            "trunk_id": 14,
            "name": "Register1",
            "enb_call_status": 0,
            "enb_control_inbound_call": 1
        },
        {
            "trunk_id": 15,
            "name": "Register2",
            "enb_call_status": 0,
            "enb_control_inbound_call": 1
        }
    ]
}
```

Update Trunk Status Monitoring Settings

Update trunk status monitoring settings for the API feature.

Request URL

```
POST {base_url}/{api_path}/
trunk_status_monitor/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
trunk_monitor_list	No	Array<Monitoring_Settings>	The status monitoring settings of trunks.

Monitoring_Settings

Parameter	Required	Type	Description
trunk_id	Yes	Integer	Trunk ID. **Note:** You can get trunk IDs using Query Trunk Status Monitoring Settings.
name	No	String	Trunk Name.

Parameter	Required	Type	Description
enb_call_status	No	Integer	Whether to enable call status monitoring for the trunk. **Valid value**: • `0`: Disable • `1`: Enable
enb_control_inbound_call	No	Integer	Whether to allow the control on inbound calls routed by the trunk. **Valid value**: • `0`: Disable • `1`: Enable

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Update monitoring settings for two trunks (ID: 14 & 15).

```
POST /
openapi/v1.0/extension_status_monitor/update?access_token=QytWnoLcod7RFB5f0
S5oX4ORMbKPbU5t HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
```

```
    "trunk_monitor_list": [
        {
            "trunk_id": 14,
            "name": "Register1",
            "enb_call_status": 1
        },
        {
            "trunk_id": 15,
            "name": "Register2",
            "enb_call_status": 1,
            "enb_control_inbound_call": 0
        }
    ]
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Webhook Event Push

Query Webhook Event Push Settings

Query Webhook event push settings, including Webhook URL, secret, request method, etc.

Request URL

```
GET {base_url}/{api_path}/webhook/query?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query the Webhook event push settings.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Webhook_Setting>	The settings of Webhook Event Push.

Webhook_Setting

Parameter	Type	Description
enb_webhook_event_push	Integer	Whether the Webhook Event Push is enabled. • `0`: Disabled • `1`: Enabled
webhook_event_push_list	Array<Webhook_Entry>	The list of Webhook configuration entries.
webhook_event_push_timeout	Integer	The maximum time to wait for an HTTP response from the third-party application.
webhook_event_push_retry_count	Integer	The number of times a request can be retried when delivery fails or no successful response is received.
webhook_event_ids	Array<Integer>	The list of supported API event IDs that can be monitored and notified via Webhook. For more information about the events corresponding to the IDs, see Events.

Webhook_Entry

Parameter	Type	Description
url	String	Webhook URL.
secret	String	Secret key.

Parameter	Type	Description
		The key is used to generate HMAC-SHA256 signatures for Webhook messages. The recipient can use the key to verify the message's authenticity and integrity.
request_method	String	HTTP request method for sending requests to the Webhook URL.
event_ids	Array<Integer>	The list of subscribed API event IDs. For more information about the events corresponding to the IDs, see Events. **Note:** If `0` is returned, it indicates that all supported API events are monitored and will be delivered to the Webhook URL when these events occur.

Examples

Request example

```
GET /
openapi/v1.0/webhook/query?access_token=9lpNw53mp6Wpubgy5h4oSAHauz0K83q9
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "enb_webhook_event_push": 1,
        "webhook_event_push_list": [
            {
                "url":
 "https://webhook.site/38e9dea1-be68-4381-8a8c-f0623517f513",
                "secret": "Pugghh14VCb05rtG7WGumbD4hwJPIvzu",
                "request_method": "POST",
                "event_ids": [
                    30022,
                    30023
```

```
                ]
            }
        ],
        "webhook_event_push_timeout": 5,
        "webhook_event_push_retry_count": 3,
        "webhook_event_ids": [
            30005,
            30006,
            30007,
            30008,
            30009,
            30010,
            30011,
            30012,
            30013,
            30014,
            30015,
            30016,
            30017,
            30018,
            30019,
            30020,
            30022,
            30023,
            30024,
            30025,
            30026,
            30027,
            30028,
            30029,
            30030,
            30031,
            30032,
            30033
        ]
    }
}
```


Update Webhook Event Push Settings

Update Webhook event push settings, including Webhook URL, secret, request method, etc.

Request URL

```
POST {base_url}/{api_path}/webhook/update?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
webhook_event_push_list	No	Array<Webhook_Entry>	The list of Webhook configuration entries.
webhook_event_push_timeout	No	Integer	Specify the maximum time to wait for an HTTP response from the third-party application. **Valid value**: `3` - `10`
webhook_event_push_retry_count	No	Integer	Specify the number of times a request can be retried when delivery fails or no successful response is received. **Valid value**: `1` - `5`

Webhook_Entry

Parameter	Required	Type	Description
url	Yes	String	Webhook URL.
secret	Yes	String	Secret key corresponding to the specified Webhook URL. The key is used to generate HMAC-SHA256 signatures for Webhook messages. The recipient can use the key to verify the message's authenticity and integrity.
request_method	Yes	String	HTTP request method for sending requests to the Webhook URL. **Valid value**: • `GET` • `POST`
event_ids	Yes	Array<Integer>	The ID list of events to be monitored. **Note:** • You can get supported API event IDs using Query

Parameter	Required	Type	Description
			Webhook Event Push Settings. • To monitor all supported API events, add `0` to the array.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/extension_status_monitor/update?access_token=QytWnoLcod7RFB5f0
S5oX4ORMbKPbU5t HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "webhook_event_push_list": [
        {
            "event_ids": [
                30014,
                30032,
                30033
            ],
            "request_method": "POST",
            "secret": "mvM5JZeCqxDCMUdpgGzCTPGGbOcOouDr",
```

```
            "url":
 "https://webhook.site/070cb947-4ccf-40e3-a03c-a004ff05ad58"
        },
        {
            "event_ids": [
                30022
            ],
            "request_method": "GET",
            "secret": "qnIdTBxyGgn2LckZrFw7IVeTRMJf3XfM",
            "url":
 "https://webhook.site/38e9dea1-be68-4381-8a8c-f0623517f513"
        }
    ],
    "webhook_event_push_timeout": 3,
    "webhook_event_push_retry_count": 4
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Test Webhook Connectivity

Send a test message to a specified Webhook URL to test Webhook connectivity.

Request URL

```
GET {base_url}/{api_path}/webhook/test?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
url	Yes	String	The URL of a configured Webhook. **Note:** You can get the configured Webhook URLs using Query Webhook Event Push Settings.
secret	Yes	String	Secret key corresponding to the specified Webhook URL.

Parameter	Required	Type	Description
			The key is used to generate HMAC-SHA256 signatures for Webhook messages. The recipient can use the key to verify the message's authenticity and integrity. **Note:** You can get the Webhook URL and its corresponding secret key using Query Webhook Event Push Settings.
request_method	Yes	String	HTTP request method for sending requests to the Webhook URL. **Valid value**: • `GET` • `POST`

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/webhook/test?access_token=DEfChNyQmVMUZip90i8PqCfotJL7kIQB&req
uest_method=POST&secret=qnIdTBxyGgn2LckZrFw7IVeTRMJf3XfM&url=https://webhoo
k.site/38e9dea1-be68-4381-8a8c-f0623517f513 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Recording

Query Recording List

Query the call recording file list.

Request URL

```
GET {base_url}/{api_path}/recording/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `time`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed.

Parameter	Type	Description
		• Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of call recording.
data	Array<Recording_Details>	The detailed information of the call recording.

Recording_Details

Parameter	Type	Description
id	Integer	The unique ID of the call recording.
time	String	The time the call was made or received.
uid	String	The unique ID of the CDR for which the recording is proceeded.
call_from	String	Caller.
call_to	String	Callee.
duration	Integer	Call duration.
size	Integer	The size of the call recording file. (**Unit**: Byte)
call_type	String	Communication type. • `Inbound` • `Outbound` • `Internal`
file	String	The name of the call recording file.
call_from_number	String	The number of the caller.
call_from_name	String	The name of the caller.
call_to_number	String	The number of the callee.

Parameter	Type	Description
call_to_name	String	The name of the callee.

Examples

Request example

```
GET /
openapi/v1.0/recording/list?access_token=XLS56U6Uq16jvYozSuTM0jHY8NqQcfIG&s
ort_by=id&order_by=asc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example


```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 184,
    "data": [
     {
            "id": 614,
            "time": "01/12/2022 17:36:24",
            "uid": "2022011217362446627",
            "call_from": "Evelyn<5566>",
            "call_to": "Dave Harris<5556>",
            "duration": 250,
            "size": 825588,
            "call_type": "Internal",
            "file": "20220112173629-1641980184.14-5566-5556-Internal.wav",
            "call_from_number": "5566",
            "call_from_name": "Evelyn",
            "call_to_number": "5556",
            "call_to_name": "Dave Harris"
        },
        {
            "id": 615,
            "time": "01/13/2022 14:09:04",
            "uid": "202201131409043E81A",
            "call_from": "Leo Ball<5555>",
            "call_to": "Dave Harris<5556>",
            "duration": 53,
            "size": 4148,
            "call_type": "Internal",
            "file": "20220113140906-1642054144.17-5555-5556-Internal.wav",
```

```
            "call_from_number": "5555",
            "call_from_name": "Leo Ball",
            "call_to_number": "5556",
            "call_to_name": "Dave Harris"
        },
        {
            "id": 618,
            "time": "01/25/2022 14:32:06",
            "uid": "202201251432063097C",
            "call_from": "Leo Ball<5555>",
            "call_to": "Dave Harris<5556>",
            "duration": 115,
            "size": 177588,
            "call_type": "Internal",
            "file": "20220125143212-1643092326.23-5555-5556-Internal.wav",
            "call_from_number": "5555",
            "call_from_name": "Leo Ball",
            "call_to_number": "5556",
            "call_to_name": "Dave Harris"
        },
      ... ...
    ]

}
```

Search Specific Recording

Search the specific recording from the recording list.

Request URL

```
GET {base_url}/{api_path}/recording/search?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id`

Parameter	Required	Type	Description
			• `time`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.
start_time	No	String	The start time used for filtering call records, provided as a Unix timestamp in seconds.
end_time	No	String	The end time used for filtering call records, provided as a Unix timestamp in seconds.
caller	No	String	The number of the caller.
callee	No	String	The number of the callee.
ids	No	String	The ID of the recording file. **Note:** • You can query the recording's ID using Query Recording List. • Use commas `,` to separate multiple IDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Parameter	Type	Description
total_number	Integer	The total number of searched call recording.
data	Array<Recording_Details>	The detailed information of the call recording.

Recording_Details

Parameter	Type	Description
id	Integer	The unique ID of the call recording.
time	String	The time the call was made or received.
uid	String	The unique ID of the CDR for which the recording is proceeded.
call_from	String	Caller.
call_to	String	Callee.
duration	Integer	Call duration.
size	Integer	The size of the call recording file. (**Unit**: Byte)
call_type	String	Communication type. • `Inbound` • `Outbound` • `Internal`
file	String	The name of the call recording file.
call_from_number	String	The number of the caller.
call_from_name	String	The name of the caller.
call_to_number	String	The number of the callee.
call_to_name	String	The name of the callee.

Examples

Request example

```
GET /
openapi/v1.0/recording/search?page=1&access_token=loWZOGLcplJJjNIEeKgMWuQyK
K4AkWaS&page_size=20&sort_by=id&order_by=desc&ids=449,506 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "data": [
        {
            "id": 506,
            "time": "2025/08/22 10:43:31 AM",
            "uid": "202508221043319FE24",
            "call_from": "Rachel Morgan<5006>",
            "call_to": "Leo Ball<5000>",
            "duration": 17,
            "size": 568628,
            "call_type": "Internal",
            "file": "20250822104334-1755830611.29-5006-5000-Internal.wav",
            "call_from_number": "",
            "call_from_name": "",
            "call_to_number": "",
            "call_to_name": ""
        },
        {
            "id": 449,
            "time": "2025/08/13 01:54:00 PM",
            "uid": "20250813135400D8CCE",
            "call_from": "Dave Miller<5003>",
            "call_to": "Sarah Bennet<5002>",
            "duration": 1,
            "size": 31348,
            "call_type": "Internal",
            "file": "20250813135615-1755064440.60-5003-5002-Internal.wav",
            "call_from_number": "",
            "call_from_name": "",
            "call_to_number": "",
            "call_to_name": ""
        }
    ]
}
```

Download a Recording File

Download a specific call recording file.

Note:

- If stereo-separated recording feature is enabled (Set on **Call Features > Recording** in the PBX web portal), all recording files will be downloaded in the specified format.
- If the recording file download format is set to **.mp3**, only one concurrent request is supported for downloading recording via this API.

Steps to download a call recording file

1. Get the download URL of a call recording file by ID or file name
2. Download the call recording file

Request URL

```
GET {base_url}/{api_path}/recording/download?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	No	Integer	The unique ID of the call recording. **Note:** • You can query the recording's ID using Search Specific Recording. • Either `id` or `file` is required for querying a recording file.
file	No	String	The name of the call recording file. **Note:** Either `id` or `file` is required for querying a recording file.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The name of the call recording file.
download_resource_url	String	The download URL of the call recording file. **Note:** The download URL is only valid for 30 minutes.

Examples

Request Example

Get the download URL of a call recording file by ID.

```
GET /
openapi/v1.0/recording/download?id=1727&access_token=WQMR0cuirhX264oZMa9pV0
3T9li924NS HTTP/1.1
192.168.5.150:8088
```

Response Example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file": "20220412173331-1649756009.12-2002-2005-Internal.wav",
    "download_resource_url": "/api/download/Recording-X.7.0.6-1-down-
load-20220412175901-M8zB66xYUNTNMr2D.wav"
}
```

Download the call recording file

After obtaining the download URL for the recording file, combine it with the *{base_url}* and append the `{access_token}` parameter. Then, use the complete link to download the desired file.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/Recording-X.7.0.6-1-download-20220412175901-M8zB66xYUNTNMr2D.w
av?access_token=WQMR0cuirhX264oZMa9pV03T9li924NS
```

Play a Recording to an Extension

Play a recording to a specified extension. When the extension receives an incoming call, the user can answer it to listen to the recording.

Request URL

```
GET {base_url}/{api_path}/
recording/playtoextension?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a call recording. **Note:** You can query recording's ID using Search Specific Recording.
play_to_extension	Yes	String	The extension number to which the recording will be played.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Play a recording (id: 2265) to extension 1001.

Request example

```
GET /
openapi/v1.0/recording/playtoextension?access_token=KtWbR3neEeqvZvfseri8HgeQRNfkE7fK&id=2265&play_to_extension=1001 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

CDR

Query CDR List

Query the CDR list.

Request URL

```
GET {base_url}/{api_path}/cdr/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed. **Note:** If this parameter is left blank, the response result will return the first page by default.
page_size	No	Integer	Define how many records per page. **Maximum value**: 10,000 **Note:** If this parameter is left blank, the response result will return 10,000 records per page by default.
disposition_code_list	No	String	The ID(s) of the call disposition code(s) of call notes. **Note:** • You can query the disposition code ID using the Get Menu Options interface. • Use comma to separate multiple disposition code IDs.
call_note_remark	No	String	The remark of call notes.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `uid` • `time` • `duration` • `ring_duration` • `talk_duration` • `disposition` • `src_trunk` • `dst_trunk` • `call_type` • `did_number` • `dod_number`

Parameter	Required	Type	Description
			• `src_addr`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of CDR.
data	Array<CDR_Details>	The detailed information of the CDR.

CDR_Details

Parameter	Type	Description
id	Integer	The sequence number of the record.
time	String	The time the call was made or received.
call_from	String	The number and name of the caller.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was made or received.
uid	String	The unique ID of the CDR.
src_addr	String	The IP address of the caller's device.
src_trunk	String	The call was received via which trunk.

Parameter	Type	Description
dst_trunk	String	The call was sent out via which trunk.
duration	Integer	The time between the call started and the call ended.
ring_duration	Integer	The time between the call started and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
disposition	String	Call status. • `ANSWERED` • `NO ANSWER` • `BUSY` • `FAILED` • `VOICEMAIL`
call_type	String	Communication type. • `Inbound` • `Outbound` • `Internal`
did_number	String	The phone number that the caller dialed.
dod_number	String	The phone number that was displayed on the callee's phone.
record_file	String	The name of the call recording file.
reason	String	The reason why the call was ended.
call_from_number	String	The number of the caller.
call_from_name	String	The name of the caller.
call_to_number	String	The number of the callee.
call_to_name	String	The name of the callee.
call_id	String	The unique ID of the call.
call_note	Object<Call_Note>	The call note of the call.
call_note_id	String	The unique ID of the call note.
enb_call_note	Integer	Whether call note can be edited or not. • `0`: Call note can not be edited. • `Non-zero value`: Call note can be edited.

Parameter	Type	Description
did	String	The phone number that the caller dialed and the associated name.
did_name	String	The name associated with the phone number that the caller dialed.

Call_Note

Parameter	Type	Description
id	String	The unique ID of the call note.
group_id	String	The group ID of the call note.
disposition_code_list	Array<Disposition_Codes>	The disposition code(s) selected in the call note.
remark	String	The remark of the call note.
agent_name	String	The name of the extension user who adds the call note.
registration_time	Long	The time when the extension user adds the call note.

Disposition_Codes

Parameter	Type	Description
id	Integer	The unique ID of the call disposition code.
name	String	The label of the call disposition code.
description	String	The description of the call disposition code

Examples

Request example

```
GET /
openapi/v1.0/cdr/list?access_token=64er0dvpIUiXhZEetXfvqaEj4XIY2rLj&sort_by
=id&order_by=desc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
```

```
    "total_number": 5,
    "data": [
        {
            "id": 1,
            "time": "06/18/2024 13:47:33",
            "call_from": "6702",
            "call_to": "Kristin Hale<2005>",
            "timestamp": 1718689653,
            "uid": "20240618134733F8564",
            "src_addr": "120.24.97.161:5060",
            "src_trunk": "with-msg-pce",
            "duration": 16,
            "ring_duration": 13,
            "talk_duration": 3,
            "disposition": "ANSWERED",
            "call_type": "Inbound",
            "did_number": "123456",
            "reason": "dst hangup    ",
            "call_from_number": "6702",
            "call_from_name": "",
            "call_to_number": "2005",
            "call_to_name": "Kristin Hale",
            "call_id": "1718689653.0",
            "call_note": {
                "id": "20240618160214-24CE3",
                "group_id": "1745395229.3",
                "disposition_code_list": [
                {
                    "id": 21,
                    "name": "Transferred to Another Department",
                    "description": "The call was transferred to the
appropriate team or department."
                }
            ],
               "remark": "User encountered xx issue, needs resolution from
the tech support department",
               "agent_name": "Madison Cooper",
               "registration_time": 1741226653,
               "update_entry": ""
            },
            "call_note_id": "20240618160214-24CE3",
            "enb_call_note": 8,
            "did": "123456",
            "did_name": ""
        },
```

```
        {
            "id": 2,
            "time": "06/18/2024 13:48:32",
            "call_from": "6702",
            "call_to": "Kristin Hale<2005>",
            "timestamp": 1718689712,
            "uid": "2024061813483298651",
            "src_addr": "192.168.148.50:65457",
            "src_trunk": "with-msg-pce",
            "duration": 17,
            "ring_duration": 11,
            "talk_duration": 6,
            "disposition": "ANSWERED",
            "call_type": "Inbound",
            "did_number": "123456",
            "reason": "dst hangup    ",
            "call_from_number": "6702",
            "call_from_name": "",
            "call_to_number": "2005",
            "call_to_name": "Kristin Hale",
            "call_id": "1718689712.3",
            "call_note": null,
            "call_note_id": "",
            "enb_call_note": 0,
            "did": "123456",
            "did_name": ""
        },
        {
            "id": 3,
            "time": "06/18/2024 13:48:31",
            "call_from": "6702",
            "call_to": "RingGroup ringback-tone-test-RG<6300>",
            "timestamp": 1718689711,
            "uid": "2024061813483298651",
            "src_addr": "192.168.148.50:65457",
            "src_trunk": "with-msg-pce",
            "duration": 18,
            "ring_duration": 12,
            "talk_duration": 6,
            "disposition": "ANSWERED",
            "call_type": "Inbound",
            "did_number": "123456",
            "reason": "dst connected    ",
            "call_from_number": "6702",
            "call_from_name": "",
```

```
            "call_to_number": "6300",
            "call_to_name": "ringback-tone-test-RG",
            "call_id": "1718689712.3",
            "call_note": null,
            "call_note_id": "",
            "enb_call_note": 0,
            "did": "123456",
            "did_name": ""
        },
        {
            "id": 4,
            "time": "06/18/2024 14:08:32",
            "call_from": "Phillip Huff<1002>",
            "call_to": "Kristin Hale<2005>",
            "timestamp": 1718690912,
            "uid": "20240618140832625C1",
            "src_addr": "192.168.28.1",
            "duration": 18,
            "ring_duration": 18,
            "disposition": "BUSY",
            "call_type": "Internal",
            "reason": "dst forwarded    ",
            "call_from_number": "1002",
            "call_from_name": "Phillip Huff",
            "call_to_number": "2005",
            "call_to_name": "Kristin Hale",
            "call_id": "1718690912.7",
            "call_note": null,
            "call_note_id": "",
            "enb_call_note": 0,
            "did": "",
            "did_name": ""
        },
        {
            "id": 5,
            "time": "06/18/2024 14:08:50",
            "call_from": "Phillip Huff<1002>",
            "call_to": "Voicemail Kristin Hale<2005>",
            "timestamp": 1718690930,
            "uid": "20240618140832625C1",
            "src_addr": "192.168.148.50:62746",
            "duration": 10,
            "talk_duration": 10,
            "disposition": "VOICEMAIL",
            "call_type": "Internal",
```

```
            "reason": "src hangup    ",
            "call_from_number": "1002",
            "call_from_name": "Phillip Huff",
            "call_to_number": "2005",
            "call_to_name": "Kristin Hale",
            "call_id": "1718690912.7",
            "call_note": null,
            "call_note_id": "",
            "enb_call_note": 0,
            "did": "",
            "did_name": ""
        }
    ]
}
```

Search specific CDR

Search the specific CDR from the CDR list.

Request URL

```
GET {base_url}/{api_path}/cdr/search?access_token={access_token}
```

Request parameters

> **Note:**
> To perform a fuzzy search for the phone number, you can enable the fuzzy search feature using the Edit CDR Options interface.

Parameter	Required	Type	Description
start_time	No	String	Specify the start time to filter CDR. **Note:** • The time can be specified as either an **ISO 8601 date-time string** or a **Unix timestamp (in seconds)**. • If you use the date-time format, it must follow the PBX's date and time display format (set in **System**

Parameter	Required	Type	Description
			> Date and Time > Display Format on PBX). **Examples**: ◦ If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. ◦ If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
end_time	No	String	Specify the end time to filter CDR. **Note:** • The time can be specified as either an **ISO 8601 date-time string** or a **Unix timestamp (in seconds)**. • If you use the date-time format, it must follow the PBX's date and time display format (set in **System > Date and Time > Display Format** on PBX). **Examples**: ◦ If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. ◦ If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.

Parameter	Required	Type	Description
call_from	No	String	The number of caller.
call_to	No	String	The number of callee.
extension_group	No	Integer	The unique ID of the an extension group to only query group member's calls. **Note:** You can query the extension group's ID using Get Menu Options.
disposition_code_list	No	String	The ID(s) of the call disposition code(s) of call notes. **Note:** • You can query the disposition code ID using the Get Menu Options interface. • Use comma to separate multiple disposition code IDs.
call_note_remark	No	String	The remark of call notes.
status	No	String	call status. **Valid value**: • `ANSWERED` • `NO ANSWER` • `BUSY` • `FAILED` • `VOICEMAIL`
did	No	String	Specify the DID to filter the CDR. **Valid value**: *`{did_number}:{trunk_name}`* or *`{did_name}:{trunk_name}`* **Note:** • You can query trunk name using the Search Specific Trunks. • Use commas to separate multiple DIDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of the searched CDR.
data	Array<CDR_Details>	The detailed information of the CDR.

CDR_Details

Parameter	Type	Description
id	Integer	The sequence number of the record.
time	String	The time the call was made or received.
call_from	String	The number or/and the name of the caller.
call_to	String	The number or/and the name of the callee.
timestamp	Integer	The timestamp of the time that the call was made or received.
uid	String	The unique ID of the CDR.
src_addr	String	The IP address of the caller's device.
src_trunk	String	The call was received via which trunk.
dst_trunk	String	The call was sent out via which trunk.
duration	Integer	The time between the call started and the call ended.
ring_duration	Integer	The time between the call started and the call answered.

Parameter	Type	Description
talk_duration	Integer	The time between the call answered and the call ended.
disposition	String	Call status. • `ANSWERED` • `NO ANSWER` • `BUSY` • `FAILED` • `VOICEMAIL`
call_type	String	Communication type. • `Inbound` • `Outbound` • `Internal`
did_number	String	The phone number that the caller dialed.
dod_number	String	The phone number that was displayed on the callee's phone.
record_file	String	The name of the call recording file.
reason	String	The reason why the call was ended.
call_from_number	String	The number of the caller.
call_from_name	String	The name of the caller.
call_to_number	String	The number of the callee.
call_to_name	String	The name of the callee.
call_id	String	The unique ID of the call.
call_note	Object<Call_Note>	The call note of the call.
call_note_id	String	The unique ID of the call note.
enb_call_note	Integer	Whether call note can be edited or not. • `0`: Call note can not be edited. • `Non-zero value`: Call note can be edited.
did	String	The phone number that the caller dialed and the associated name.
did_name	String	The name associated with the phone number that the caller dialed.

Call_Note

Parameter	Type	Description
id	String	The unique ID of the call note.
group_id	String	The group ID of the call note.
disposition_code_list	Array<Disposition_Codes>	The disposition code(s) selected in the call note.
remark	String	The remark of the call note.
agent_name	String	The name of the extension user who adds the call note.
registration_time	Long	The time when the extension user adds the call note.

Disposition_Codes

Parameter	Type	Description
id	Integer	The unique ID of the call disposition code.
name	String	The label of the call disposition code.
description	String	The description of the call disposition code

Examples

Request example

Query the record details of the calls made by extension 2005 during **05/30/2022 00:00:00-05/30/2022 23:59:59**.

> **Important:**
> If you want to filter CDR by date and time, the format of `start_time` and `end_time` MUST follow the date and time display format of your PBX, otherwise the response will not return any CDR records.

```
GET /openapi/v1.0/cdr/search?start_time=05/30/2022
 00:00:00&end_time=05/30/2022
 23:59:59&access_token=s4f8lGJgh28PuXt8KNsoPJCDcfjt21Uj&call_from=2005
 HTTP/1.1
192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
```

```
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 3,
    "data": [
        {
            "id": 2710,
            "time": "05/30/2022 14:53:41",
            "call_from": "Kristin Hale<2005>",
            "call_to": "1000",
            "timestamp": 1653893621,
            "uid": "202205301453416CEAB",
            "src_addr": "192.168.28.25",
            "dst_trunk": "peer-to-34",
            "duration": 7,
            "talk_duration": 7,
            "disposition": "ANSWERED",
            "call_type": "Outbound",
            "dod_number": "2005",
            "reason": "src hangup    ″,
            "call_from_number": "2005",
            "call_from_name": "Kristin Hale",
            "call_to_number": "1000",
            "call_to_name": " ",
            "call_id": "1718690912.7",
            "call_note": {
                "id": "20220530160214-24CE3",
                "group_id": "1745395229.3",
                "disposition_code_list": [
                {
                    "id": 21,
                    "name": "Transferred to Another Department",
                    "description": "The call was transferred to the
appropriate team or department."
                }
            ],
               "remark": "User encountered xx issue, needs resolution from
the tech support department",
               "agent_name": "Madison Cooper",
               "registration_time": 1741226653,
               "update_entry": ""
            },
            "call_note_id": "20220530160214-24CE3",
            "enb_call_note": 8,
            "did": "123456",
            "did_name": ""
```

```
        },
        {
            "id": 2711,
            "time": "05/30/2022 14:55:00",
            "call_from": "Kristin Hale<2005>",
            "call_to": "21000",
            "timestamp": 1653893700,
            "uid": "202205301455002073O",
            "src_addr": "192.168.28.25",
            "dst_trunk": "peer-to-34",
            "disposition": "NO ANSWER",
            "call_type": "Outbound",
            "dod_number": "2005",
            "reason": "dst extension_busy_no_forward    ″,
            "call_from_number": "2005",
            "call_from_name": "Kristin Hale",
            "call_to_number": "21000",
            "call_to_name": " ",
            "call_id": "1718689712.3",
            "call_note": null,
            "call_note_id": "",
            "enb_call_note": 0,
            "did": "123456",
            "did_name": ""
        },
        {
            "id": 2712,
            "time": "05/30/2022 14:55:49",
            "call_from": "Kristin Hale<2005>",
            "call_to": "21000",
            "timestamp": 1653893749,
            "uid": "202205301455494E686",
            "src_addr": "192.168.28.25",
            "dst_trunk": "to28.41",
            "duration": 54,
            "ring_duration": 2,
            "talk_duration": 52,
            "disposition": "ANSWERED",
            "call_type": "Outbound",
            "dod_number": "2005",
            "record_file":
"20220530145555-1653893749.6-2005-21000-Outbound.wav",
            "reason": "dst hangup    ″,
            "call_from_number": "2005",
            "call_from_name": "Kristin Hale",
```

```
            "call_to_number": "21000",
            "call_to_name": " ",
            "call_id": "1718689653.0",
            "call_note": null,
            "call_note_id": "",
            "enb_call_note": 0,
            "did": "123456",
            "did_name": ""
        }
    ]
}
```

Download a CDR File

Download a CDR file of specific extensions or all extensions.

Steps to download a CDR file

1. Get the download URL of the CDR file
2. Download the CDR file

Request URL

```
GET {base_url}/{api_path}/cdr/download?access_token={access_token}
```

Request parameters

> **Note:**
> To perform a fuzzy search for the phone number, you can enable the fuzzy search feature using the Edit CDR Options interface.

Parameter	Required	Type	Description
start_time	No	String	Specify the start time to filter CDR. **Note:** • The time can be specified as either an **ISO 8601 date-time string** or a **Unix timestamp (in seconds)**. • If you use the date-time format, it must follow the PBX's date and time

Parameter	Required	Type	Description
			display format (set in **System > Date and Time > Display Format** on PBX). **Examples**: ◦ If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. ◦ If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
end_time	No	String	Specify the end time to filter CDR. **Note:** • The time can be specified as either an **ISO 8601 date-time string** or a **Unix timestamp (in seconds)**. • If you use the date-time format, it must follow the PBX's date and time display format (set in **System > Date and Time > Display Format** on PBX). **Examples**: ◦ If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. ◦ If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.

Parameter	Required	Type	Description
call_from	No	String	The number of caller.
call_to	No	String	The number of callee.
extension_group	No	Integer	The unique ID of the an extension group. **Note:** You can query the extension group's ID using Get Menu Options.
disposition_code_list	No	String	The ID(s) of the call disposition code(s) of call notes. **Note:** • You can query the disposition code ID using the Get Menu Options interface. • Use comma to separate multiple disposition code IDs.
call_note_remark	No	String	The remark of call notes.
status	No	String	call status. **Valid value**: • ANSWERED • NO ANSWER • BUSY • FAILED • VOICEMAIL
did	No	String	Specify the DID to filter the CDR. **Valid value**: `{did_number}:{trunk_name}` or `{did_name}:{trunk_name}` **Note:** • You can query trunk name using the Search Specific Trunks. • Use commas to separate multiple DIDs.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The CDR file.
download_resource_url	String	The CDR download URL. **Note:** The download URL is only valid for 30 minutes.

Examples

Request example

Obtain the download URL of the CDR during **05/19/2022 00:00:00-05/19/2022 23:59:59**.

> **Important:**
> If you want to filter CDR by date and time, the format of `start_time` and `end_time` MUST follow the date and time display format of your PBX, otherwise the response will not return any CDR records.

```
GET /
openapi/v1.0/cdr/download?access_token=5tQstKGzg0Lt4MGTETC1eDjlzk97IIny&sta
rt_time=05/19/2022 00:00:00&end_time=05/19/2022 23:59:59 HTTP/1.1
192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
```

```
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file": "Cdr-X.7.0.16-download-20220520093856-xdhICiIeubqMAtvP.csv",
    "download_resource_url":
 "/api/download/Cdr-X.7.0.16-download-20220520093856-xdhICiIeubqMAtvP.csv"
}
```

Download the CDR file

After obtaining the download URL for the CDR file, combine it with the *{base_url}* and append the `{access_token}` parameter. Then, use the complete link to download the desired file.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/Cdr-X.7.0.16-download-20220520093856-xdhICiIeubqMAtvP.csv?acce
ss_token=5tQstKGzg0Lt4MGTETC1eDjlzk97IIny
```

Get CDR Options

Query the enablement status of CDR options, such as fuzzy search.

Request URL

```
GET {base_url}/{api_path}/cdr/getoption?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to get CDR options.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Object<Options>	The information of the CDR options.

Options

Parameter	Type	Description
enb_fuzzy_search	Integer	Whether to search for the fuzzy equivalent for the phone number. • `0`: Disabled • `1`: Enabled

Examples

Request example

```
GET /
openapi/v1.0/cdr/getoption?access_token=Kf8nDCJfhqYjMOlUdmiqcnezn1NP7xzn
 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "enb_fuzzy_search": 0
    }
}
```

Edit CDR Options

Edit the enablement status of CDR options, such as fuzzy search.

Request URL

```
POST {base_url}/{api_path}/cdr/updateoption?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
enb_fuzzy_search	No	Integer	Whether to search for the fuzzy equivalent for the phone number. **Valid value**: • `0`: Disable • `1`: Enable

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/cdr/updateoption?access_token=06zwh9feecXWZmVpJ7S5ZzhBA5Y6zO29
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type:  application/json
{
  "enb_fuzzy_search": 1
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Call Report

Instant Call Reports

Query Call Report List

Query call statistics of different objects, such as extensions, trunk, queues, ring groups, etc.

Request URL

```
GET {base_url}/{api_path}/call_report/list?access_token={access_token}
```

Request parameters

Parameter	Available	Required	Type	Description
type	This parameter is available in all call report types.	Yes	String	Call report type. **Valid value**: • `extcallstatistics`: Extension Call Statistics report. • `extcallactivity`: Extension Call Activity report. • `trunkactivity`: PBX Call Activity report. • `trunkdiddodactivity`: DID/Outbound Caller ID Activity report. • `ivr`: IVR Report. • `aisttusage`: Transcription Usage Details report.

Parameter	Available	Required	Type	Description
				• `unreturnmisscall`: Unreturned Missed Call Report. • `queueavgwaittalktime`: Queue AVG Waiting & Talking Time report. • `queueperformance`: Queue Performance report. • `queueperformanceactivity`: Queue Performance Activity report. • `queuecallbackssummary`: Queue Callback Summary report. • `queuecallbacksactivity`: Queue Callback Activity report. • `queuesatisfaction`: Satisfaction Survey report. • `queuesatisfactiondetail`: Queue Satisfaction Survey Details report. • `queueagentlogintime`: Agent Login Activity report. • `queueagentpausetime`: Agent Pause Activity report. • `queueagentmisscalls`: Agent Missed Call Activity report. • `queueagentperformance`: Agent Performance report. • `queueagentinoutcalls`: Agent Call Summary report. • `ringgroupstatistics`: Ring Group Statistics report. • `extcallbilling`: Extension Call Accounting report. • `extcallbillingdetails`: Extension Call Accounting Details report.

Parameter	Available	Required	Type	Description
start_time	This parameter is available when querying the following types of reports. • **Extension Call Statistics** • **IVR Report** • **Transcription Usage Details** • **Unreturned Missed Call Report** • **Queue Performance** • **Queue Callback Summary** • **Queue Callback Activity** • **Satisfaction Survey** • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary** • **Ring Group Statistics** • **Extension Call Accounting** • **Extension Call Accounting Details**	No	String	Specify the start time to filter the reports. **Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
end_time	This parameter is available when querying	No	String	Specify the end time to filter the reports.

Parameter	Available	Required	Type	Description
	the following types of reports. • **Extension Call Statistics** • **IVR Report** • **Transcription Usage Details** • **Unreturned Missed Call Report** • **Queue Performance** • **Queue Callback Summary** • **Queue Callback Activity** • **Satisfaction Survey** • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary** • **Ring Group Statistics** • **Extension Call Accounting** • **Extension Call Accounting Details**			**Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
time	This parameter is available when querying the following types of reports:	Yes	String	Specify the time frame to filter the call report. **Note:**

Parameter	Available	Required	Type	Description
	• **Extension Call Activity** • **PBX Call Activity** • **DID/Outbound Caller ID Activity** • **Queue AVG Waiting & Talking Time** • **Queue Performance Activity**			The time format depends on the date display format of PBX. For example, **Date Display Format** of PBX is **Year/Month/Day**, then the valid time format is `YYYY/MM/DD`. **Time format**: • To query the reports by hour, enter `YYYY/MM/DD`. • To query the reports by day, enter `YYYY/MM`. • To query the reports by month, enter `YYYY`.
ext_id_list	This parameter is available when querying the following types of reports: • **Extension Call Statistics** • **Extension Call Activity** • **Extension Call Accounting** • **Extension Call Accounting Details**	This parameter is required when querying the following types of reports: • **Extension Call Statistics** • **Extension Call Activity**	String	The ID(s) of the desired extension(s)/extension group(s). **Note:** • You can query the extension/extension group's ID using Get Menu Options. • Use a comma to separate multiple IDs.
trunk_id	This parameter is available when querying **DID/Outbound Caller ID Activity** report.	Yes	String	The ID of the desired trunk. **Note:** You can query the trunk's ID using Get Menu Options.
trunk_id_list	This parameter is available when querying	Yes	String	The ID(s) of the desired trunk(s). **Note:**

Parameter	Available	Required	Type	Description
	the following types of reports: • **PBX Call Activity** • **Extension Call Accounting** • **Extension Call Accounting Details**			• You can query the trunk's ID using Get Menu Options. • Use a comma to separate multiple IDs.
ivr_id_list	This parameter is available when querying **IVR Report**.	Yes	String	The ID(s) of the desired IVR(s). **Note:** • You can query the IVR's ID using Get Menu Options. • Use a comma to separate multiple IDs.
ring_group_id_list	This parameter is available when querying **Ring Group Statistics** report.	Yes	String	The ID(s) of the desired ring group(s). **Note:** • You can query the ring group's ID using Get Menu Options. • Use a comma to separate multiple IDs.
queue_id	This parameter is available when querying the following types of reports: • **Satisfaction Survey**	Yes	String	The ID of the desired queue. **Note:** You can query the queue's ID using Get Menu Options.

Parameter	Available	Required	Type	Description
	• **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary**			
queue_id_list	This parameter is available when querying the following types of reports: • **Queue AVG Waiting & Talking Time** • **Queue Performance** • **Queue Performance Activity** • **Queue Callback Summary** • **Queue Callback Activity**	Yes	String	The ID(s) of the desired queue(s). **Note:** • You can query the queue's ID using Get Menu Options. • Use a comma to separate multiple IDs.
agent_id_list	This parameter is available when querying the following types of reports: • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity**	No	String	The ID(s) of the desired agent(s). **Note:** • You can query the agent's ID using Get Menu Options. • Use a comma to separate multiple IDs.

Parameter	Available	Required	Type	Description
	• **Agent Performance** • **Agent Call Summary**			
abandon_time	This parameter is available when querying the following types of reports: • **Unreturned Missed Call Report** • **Queue Performance** • **Queue Performance Activity** • **Agent Missed Call Activity** • **Agent Performance**	No	String	Set a time. Calls abandoned within the specified time will not be included in report. (**Unit**: Second)
talk_time	This parameter is available when querying **Queue Performance** report.	No	Integer	Set a time. Calls that proceeded within the specified time will be not be included in report. (**Unit**: Second)
include_internal	This parameter is available when querying **PBX Call Activity** report.	No	Integer	Whether to include internal calls in the report. **Valid value**: • `0`: Exclude the internal calls. • `1`: Include the internal calls.
callback_result	This parameter is available when querying **Queue Callback Activity** report.	No	String	Queue callback result. **Valid value**: • `success` • `fail`
reason	This parameter is available when querying **Agent Pause Activity** report.	No	String	The reason why an agent switched status to pause. **Valid value**: The pause reasons set on PBX web portal (Path:

Parameter	Available	Required	Type	Description
				Call Features > Queue > Pause Reason).
communication_type	This parameter is available when querying the following types of reports: • **Extension Call Statistics** • **Extension Call Activity** • **PBX Call Activity** • **DID/Outbound Caller ID Activity**	No	String	Communication type. **Note:** If this parameter is omitted, the system will query all the communication types. **Valid value for extension related reports**: • `Inbound` • `Outbound` • `Internal` **Valid value for trunk related reports**: • `Inbound` • `Outbound`
call_from	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The number of the caller.
call_to	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The number of the callee.
call_to_type	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The type of the destination to which the call is routed. **Valid value**: • `Extension` • `Queue` • `RingGroup`
miss_call_type	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The type of a missed call. **Valid value**: • `no_answer`

Parameter	Available	Required	Type	Description
				• `busy` • `abandoned`
unreturn_status	This parameter is available when querying the **Unreturned Missed Call Report**.	No	Integer	The return status of a missed call. **Valid value**: • `1`: Returned. • `2`: Not returned.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of reports.
is_12hour	Integer	Whether the time format is 12-hour format. • `0`: No. The time format is 24-hour format. • `1`: Yes. The time format is 12-hour format.
ext_call_statistics_list	Array<ext_call_statistics_list>	The list of the Extension Call Statistics reports.
ext_call_activity_list	Array<ext_call_activity_list>	The list of the Extension Call Activity reports.
trunk_activity_list	Array<trunk_activity_list>	The list of the PBX Call Activity reports.

Parameter	Type	Description
trunk_did_dod_activity_list	Array<trunk_did_dod_activity_list>	The list of the trunk DID/Outbound Caller ID Activity reports.
ivr_list	Array<ivr_list>	The list of the IVR reports.
ai_usage_list	Array<ai_usage_list>	The list of the AI transcription usage details report.
unreturn_miss_call_list	Array<unreturn_miss_call_list>	The list of the unreturned missed calls reports.
queue_avg_wait_talk_time_list	Array<queue_avg_wait_talk_time_list>	The list of the Queue AVG Waiting & Talking Time reports.
queue_performance_list	Array<queue_performance_list>	The list of the Queue Performance reports.
queue_performance_activity_list	Array<queue_performance_activity_list>	The list of the Queue Performance Activity reports.
queue_callbacks_summary_list	Array<queue_callbacks_summary_list>	The list of the Queue Callback Summary reports.
queue_callbacks_activity_list	Array<queue_callbacks_activity_list>	The list of the Queue Callback Activity reports.
queue_satisfaction	Array<queue_satisfaction>	The list of the queue Satisfaction Survey reports.
queue_satisfaction_detail_list	Array<queue_satisfaction_detail_list>	The list of the queue Satisfaction Survey Details reports.
queue_agent_login_time_list	Array<queue_agent_login_time_list>	The list of the queue Agent Login Activity reports.
queue_agent_pause_time_list	Array<queue_agent_pause_time_list>	The list of the queue Agent Pause Activity reports.
queue_agent_miss_calls_list	Array<queue_agent_miss_calls_list>	The list of the queue Agent Missed Call Activity reports.
queue_agent_performance_list	Array<queue_agent_performance_list>	The list of the queue Agent Performance reports.
queue_agent_in_out_calls_list	Array<queue_agent_in_out_calls_list>	The list of the queue Agent Call Summary reports.
ring_group_statistics_list	Array<ring_group_statistics_list>	The list of the Ring Group Statistics reports.
ext_call_billing_list	Array<ext_call_billing_list>	The list of the Extension Call Accounting reports.

Parameter	Type	Description
ext_call_billing_details_list	Array<ext_call_billing_details_list>	The list of the Extension Call Accounting Details reports.
callback_result	String	Queue callback result.

ext_call_statistics_list

Parameter	Type	Description
ext_num	String	Extension number.
ext_name	String	Extension name.
answered_calls	Integer	The total number of calls that the extension answered.
no_answer_calls	Integer	The total number of calls that were routed to the designated destination when the extension didn't answer the calls.
busy_calls	Integer	The total number of calls that were routed to the designated destination when the extension was busy.
failed_calls	Integer	The total number of calls that were failed to be made by the extension.
voicemail_calls	Integer	The total number of voicemails that the extension received.
total_holding_time	Integer	The total time between calls started and calls answered.
total_talking_time	Integer	The total time between calls answered and calls ended.

ext_call_activity_list

Parameter	Type	Description
time	Integer	The time of the report. • If the report is filtered **by Hour**, the `time` returns the hour in the day. For example, if the time of the report is between **10:00-10:59**, the `time` will be `10`. • If the report is filtered **by Day**, the `time` returns the day in the month.

Parameter	Type	Description
		For example, if the date of the report is **Apr. 13**, the `time` will be `13`. • If the report is filtered **by Month**, the `time` returns the month in the year. For example, if the month of the report is **April**, the `time` will be `4`.
answered_calls	Integer	The total number of calls that the extension answered.
no_answer_calls	Integer	The total number of calls that were routed to the designated destination when the extension didn't answer the calls.
busy_calls	Integer	The total number of calls that were routed to the designated destination when the extension was busy.
failed_calls	Integer	The total number of calls that were failed to be made by the extension.
voicemail_calls	Integer	The total number of voicemails that the extension received.
total_holding_time	Integer	The total time between calls started and calls answered.
total_talking_time	Integer	The total time between calls answered and calls ended.

trunk_activity_list

Parameter	Type	Description
time	Integer	The time of the report. • If the report is filtered **by Hour**, the `time` returns the hour in the day. For example, if the time of the report is between **10:00-10:59**, the `time` will be `10`. • If the report is filtered **by Day**, the `time` returns the day in the month. For example, if the date of the report is **Apr. 13**, the `time` will be `13`. • If the report is filtered **by Month**, the `time` returns the month in the year.

Parameter	Type	Description
		For example, if the month of the report is **April**, the `time` will be `4`.
trunk_list	Array<call_statistics>	The data of PBX call activities.

call_statistics

Parameter	Type	Description
trunk_name	String	• For calls between extensions, this parameter returns `Internal`. • For calls made or received via trunks, this parameter returns the name of the trunk. • For calls of the entire phone system, this parameter returns `Device`.
total_calls	Integer	The total number of calls that have been received or made within the queried time frame.
max_concurrent_call	Integer	The maximum concurrent calls within the queried time frame.
total_talk_duration	Integer	The total time between calls answered and calls ended.
trunk_type	String	The trunk type. **Note:** This parameter is only returned in trunk call statistics.

trunk_did_dod_activity_list

Parameter	Type	Description
time	Integer	The time of the report. • If the report is filtered **by Hour**, the `time` returns the hour in the day. For example, if the time of the report is between **10:00-10:59**, the `time` will be `10`. • If the report is filtered **by Day**, the `time` returns the day in the month. For example, if the date of the report is **Apr. 13**, the `time` will be `13`.

Parameter	Type	Description
		• If the report is filtered **by Month**, the `time` returns the month in the year. For example, if the month of the report is **April**, the `time` will be `4`.
did_dod_list	Array<did_dod_list>	The activity information of the trunk DID/Outbound caller ID.

did_dod_list

Parameter	Type	Description
dod	String	Outbound caller ID number.
did	Integer	DID number.
total_calls	Integer	The total number of calls.

ivr_list

Parameter	Type	Description
detail	Array<ivr_call_detail>	The list of IVR call details.
ivr_name	String	IVR name.
ivr_num	String	IVR number.
press_count	Object	The keypress events in the IVR and their counts. This parameter returns the keypress events in the format `"press_keypress_event":count`. For example: • "press_0": 2 • "press_invalid": 1 • "press_timeout": 1

ivr_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
press	String	The key pressed in the call.

Parameter	Type	Description
destination	String	The destination of the keypress.
opr_duration	Integer	The time between the caller called into the IVR and exited the IVR.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the keypress destination (`destination`).
call_to	String	The number and name of the keypress destination (`destination`). **Note:** If the keypress destination doesn't have a number, such as Play Prompt and Exit, Play Prompt and Return to IVR, etc., this parameter returns null.
timestamp	Integer	The timestamp of the time when the call was received.
dst_num	String	The number of the keypress destination (`destination`). **Note:** If the keypress destination doesn't have a number, such as Play Prompt and Exit, Play Prompt and Return to IVR, etc., this parameter returns null.
ivr_num	String	IVR number.

ai_usage_list

Parameter	Type	Description
usage_type	String	The type of transcription performed. • `voicemail_transcription`: Voicemail Transcription.
total_duration	Integer	The total number of transcription minutes used (**Unit**: minute).

unreturn_miss_call_list

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
call_to	String	The number and name of the callee.
ring_duration	Integer	The time between the call started and the call disconnected.
call_to_type	String	The type of the destination to which the call was routed. • **Extension** • **Queue** • **RingGroup**
unreturn_status	Integer	The return status of the missed call. • `1`: Returned. • `2`: Not returned.
return_time	String	The time when the call was returned.
miss_call_type	String	The type of the missed call. • `no_answer`: The call is missed because the callee did not answer the call. • `busy`: The call is missed because the callee was busy. • `abandoned`: The call is missed because the caller abandoned the call.
src	String	The number from which the call originated.

queue_avg_wait_talk_time_list

Parameter	Type	Description
time	Integer	The time of the report. • If the report is filtered **by Hour**, the `time` returns the hour in the day. For example, if the time of the report is between **10:00-10:59**, the `time` will be `10`. • If the report is filtered **by Day**, the `time` returns the day in the month.

Parameter	Type	Description
		For example, if the date of the report is **Apr. 13**, the `time` will be `13`. • If the report is filtered **by Month**, the `time` returns the month in the year. For example, if the month of the report is **April**, the `time` will be `4`.
avg_wait_time	Integer	The average amount of time that the answered calls have been waiting in the queue before being answered by agents. **Note:** The value of this parameter is calculated by dividing the `answered_waiting_time` by the total number of `answered_calls`. The calculation result is rounded down to the nearest whole number.
avg_talk_time	Integer	The average amount of time that agents talk to callers. **Note:** The value of this parameter is calculated by dividing the `total_talking_time` by the total number of `answered_calls`. The calculation result is rounded down to the nearest whole number.
all_call_avg_wait_time	Integer	The average amount of time that all incoming calls have been waiting in the queue, regardless of whether they are answered or not. **Note:** This parameter is calculated by dividing the `total_waiting_time` by the number of `total_calls`. The calculation result is rounded down to the nearest whole number.
answered_calls	Integer	The number of calls that have been answered by agents.
total_calls	Integer	The total number of calls that queue received.
	Integer	The total waiting time of the answered calls.

Parameter	Type	Description
answered_waiting_time		
total_waiting_time	Integer	The total waiting time of all the incoming calls.
total_talking_time	Integer	The total talking time of all the answered calls.

queue_performance_list

Parameter	Type	Description
queue	String	Queue name.
total_calls	Integer	The total number of calls that queue received.
answered_calls	Integer	The total number of calls that queue answered.
missed_calls	Integer	The total number of calls that queue missed.
abandoned_calls	Integer	The total number of calls that callers abandoned before connecting to an agent.
average_waiting_time	Integer	The average amount of time that answered calls have been waiting in the queue before being answered by agents.
average_talking_time	Integer	The average amount of time that agents talk to callers.
max_waiting_time	Integer	The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.
answered_rate	number	The percentage of answered calls in relation to the total received calls.
missed_rate	number	The percentage of missed calls in relation to the total received calls.
abandoned_rate	number	The percentage of abandoned calls in relation to the total received calls.
sla	number	The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a pre-defined amount of time.
average_handle_time	Integer	The average amount of time it takes agents to handle answered calls. **Note:** The value of this parameter is calculated by dividing the total amount of time between the start of ringing and

Parameter	Type	Description
		the end of the answered calls by the total number of the answered calls.
all_call_average_waiting_time	Integer	The average amount of time that all incoming calls have been waiting in the queue, regardless of whether they are answered or not.
detail	Array<queue_call_detail>	The list of queue call details.
answered_call_time	Integer	The total amount of talking time in answered calls.
total_ring_time	Integer	The total amount of ringing time for all incoming calls.
answered_hold_time	Integer	The total amount of time that agents hold calls in the answered queue calls.
queue_num	String	Queue number.

queue_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
queue_name	String	Queue name.
agent_name	String	Agent name and agent number.
status	String	Call status. • `abandond`: The call was abandoned by the caller. • `missed`: The call was eventually not answered by the agent. • `answered`: The call was answered by the agent.
ring_duration	Integer	The time between the call started to ring an agent and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
hold_duration	Integer	The total amount of time that the call was held.

Parameter	Type	Description
reason	String	The reason why the call was not answered by the agent or why the call ended.
process_result	String	The process result for an abandoned or missed queue call. • `unprocessed` • `processed`
polling_attempts	Integer	The number of polling attempts to call an agent.
process_ext	String	The extension number and name of the agent that processed the abandoned or missed queue call.
process_time	String	The time that an agent changed the processing status of an abandoned or missed queue call.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the `reason`.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was received.
queue_num	String	Queue number.
agent_num	String	Agent number.

queue_performance_activity_list

Parameter	Type	Description
id	Integer	The sequence number of the record.
time	Integer	The time of the report. • If the report is filtered **by Hour**, the `time` returns the hour in the day. For example, if the time of the report is between **10:00-10:59**, the `time` will be `10`. • If the report is filtered **by Day**, the `time` returns the day in the month. For example, if the date of the report is **Apr. 13**, the `time` will be `13`.

Parameter	Type	Description
		• If the report is filtered **by Month**, the `time` returns the month in the year. For example, if the month of the report is **April**, the `time` will be `4`.
total_calls	Integer	The total number of calls that queue received.
answered_calls	Integer	The total number of calls that queue answered.
missed_calls	Integer	The total number of calls that queue missed.
abandoned_calls	Integer	The total number of calls that callers abandoned before connecting to an agent.
average_waiting_time	Integer	The average amount of time that answered calls have been waiting in the queue before being answered by agents.
max_waiting_time	Integer	The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.
answered_rate	number	The percentage of answered calls in relation to the total received calls.
missed_rate	number	The percentage of missed calls in relation to the total received calls.
abandoned_rate	number	The percentage of abandoned calls in relation to the total received calls.
sla	number	The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a pre-defined amount of time.
sla_calls	Integer	The number of calls that were answered within the SLA time.
total_waiting_time	Integer	The total waiting time of all the incoming calls.
average_handle_time	Integer	The average amount of time it takes agents to handle answered calls. **Note:** The value of this parameter is calculated by dividing the total

Parameter	Type	Description
		amount of time between the start of ringing and the end of the answered calls by the total number of the answered calls.
all_call_average_waiting_time	Integer	The average amount of time that all incoming calls have been waiting in the queue, regardless of whether they are answered or not.
average_talking_time	Integer	The average amount of time that agents talk to callers.
average_hold_time	Integer	The average amount of time that agents hold calls in the answered queue calls.
detail	Array<queue_call_detail>	The list of the queue call details.
answered_waiting_time	Integer	The total waiting time of the answered calls.
answered_call_time	Integer	The total amount of talking time in answered calls.
answered_hold_time	Integer	The total amount of time that agents hold calls in the answered queue calls.
total_talk_time	Integer	The total time between calls answered and calls ended.

queue_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
queue_name	String	Queue name.
agent_name	String	Agent name and agent number.
status	String	Call status. • `abandond`: The call was abandoned by the caller. • `missed`: The call was eventually not answered by the agent.

Parameter	Type	Description
		• `answered`: The call was answered by the agent.
ring_duration	Integer	The time between the call started to ring an agent and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
hold_duration	Integer	The total amount of time that the call was held.
reason	String	The reason why the call was not answered by the agent or why the call ended.
process_result	String	The process result for an abandoned or missed queue call. • `unprocessed` • `processed`
polling_attempts	Integer	The number of polling attempts to call an agent.
process_ext	String	The extension number and name of the agent that processed the abandoned or missed queue call.
process_time	String	The time that an agent changed the processing status of an abandoned or missed queue call.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the `reason`.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was received.
queue_num	String	Queue number.
agent_num	String	Agent number.

queue_callbacks_summary_list

Parameter	Type	Description
id	Integer	The item number of the returned records.
queue	String	The queue number.
failed_callback	Integer	The number of failed callbacks.

Parameter	Type	Description
succ_callback	Integer	The number of successful callbacks.
request_callback	Integer	The total number of callbacks for which callers requested successfully.
total_received	Integer	The total number of calls that the queue received.

queue_callbacks_activity_list

Parameter	Type	Description
id	Integer	The item number of the returned records.
time	String	The time that the caller called to the queue.
call_from	String	The caller's caller ID.
callback_time	String	The time that the system performed the callback.
call_back_number	String	The callback number that the caller registered.
waiting_time	Integer	The time between the call started and the callback answered.
callback_result	String	Whether the callback is successful or not.
failed_reason	String	The reason why the queue failed to make the callback.

queue_satisfaction

Parameter	Type	Description
queue_name	String	The queue name.
queue_num	String	The queue number.
satisfaction_list	Array<satisfaction_list>	The satisfaction details list.
agent_list	Array<agent_list>	The agent list of the queue.

agent_list

Parameter	Type	Description
agent_name	String	The agent name.
agent_num	String	The agent number.

Parameter	Type	Description
satisfaction_list	Array<satisfaction_list>	The satisfaction details list.

satisfaction_list

Parameter	Type	Description
press_key	Integer	The pressed key.
total	Integer	The total number of key pressing.

queue_satisfaction_detail_list

Parameter	Type	Description
id	Integer	The item number of the returned records.
agent_num	String	Agent number.
agent_name	String	Agent name.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
key	String	The key pressed by the caller.
point	Integer	The corresponding score for the pressed key.

queue_agent_login_time_list

Parameter	Type	Description
agent_name	String	Agent name.
agent_number	String	Agent number.
login	String	The date and time that an agent logged in to a queue.
logout	String	The date and time that an agent logged out of a queue.
total_login_time	Integer	The elapsed time between the login time and the logout time. (**Unit**: Second)

queue_agent_pause_time_list

Parameter	Type	Description
agent_name	String	Agent name.

Parameter	Type	Description
agent_number	String	Agent number.
pause	String	The date and time that an agent changed status to pause.
unpause	String	The date and time that an agent changed status to unpause.
total_pause_time	Integer	The elapsed time between the paused time and the unpaused time. (**Unit**: Second)
total_pause	Integer	The total number of times that agent paused services, excluding changing pause reason.

queue_agent_miss_calls_list

Parameter	Type	Description
agent_name	String	Agent name.
agent_num	String	Agent number.
time	String	The date and time that the caller called to the queue.
total_wait_time	Integer	The total waiting time of the incoming calls. (**Unit**: Second)
src_name	String	The caller's caller ID name.
src_num	String	The caller's caller ID.
queue_status	String	The final status of missed calls, indicating whether the missed calls were answered by other agents in the queue.
polling_attempts	Integer	The number of polling attempts to call an agent.
calls	Integer	The number of the missed calls which indicate that this is a missed call, and the value is fixed at **1**.

queue_agent_performance_list

Parameter	Type	Description
queue	String	Queue name.
total_calls	Integer	The total number of calls that queue received.
answered_calls	Integer	The total number of calls that queue answered.
missed_calls	Integer	The total number of calls that queue missed.

Parameter	Type	Description
abandoned_calls	Integer	The total number of calls that callers abandoned before connecting to an agent.
average_waiting_time	Integer	The average amount of time that answered calls have been waiting in the queue before being answered by agents.
average_talking_time	Integer	The average amount of time that agents talk to callers.
max_waiting_time	Integer	The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.
answered_rate	number	The percentage of answered calls in relation to the total received calls.
missed_rate	number	The percentage of missed calls in relation to the total received calls.
abandoned_rate	number	The percentage of abandoned calls in relation to the total received calls.
sla	number	The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a pre-defined amount of time.
answered_waiting_time	Integer	The total waiting time of the answered calls.
total_talking_time	Integer	The total talking time of all the answered calls.
average_handle_time	Integer	The average amount of time it takes agents to handle answered calls. **Note:** The value of this parameter is calculated by dividing the total amount of time between the start of ringing and the end of the answered calls by the total number of the answered calls.
all_call_average_waiting_time	Integer	The average amount of time that all incoming calls have been waiting in the queue, regardless of whether they are answered or not.
answered_hold_time	Integer	The total amount of time that agents hold calls in the answered queue calls.
answered_call_time	Integer	The total amount of talking time in answered calls.

Parameter	Type	Description
total_waiting_time	Integer	The total waiting time of all the incoming calls.
answered_hold_time	Integer	The total amount of time that agents hold calls in the answered queue calls.
detail	Array<agent_performance_detail>	The list of agent performance details.
queue_num	String	Queue number.

agent_performance_detail

Parameter	Type	Description
agent_name	String	Agent name.
agent_number	String	Agent number.
total_calls	Integer	The total number of calls that the agent received.
answered_calls	Integer	The number of calls that the agent answered.
average_waiting_time	Integer	The average amount of time that answered calls have been waiting in the queue before being answered by agents.
max_waiting_time	Integer	The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.
answered_waiting_time	Integer	The total waiting time of the answered calls.
average_talking_time	Integer	The average amount of time that agents talk to callers.
total_talking_time	Integer	The total talking time of all the answered calls.
missed_call_rate	number	The percentage of missed calls in relation to the total received calls.
missed_calls	Integer	The number of calls that the agent missed.
detail	Array<agent_call_detail>	The list of agent call details.

agent_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.

Parameter	Type	Description
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
queue_name	String	Queue name.
agent_name	String	Agent name and agent number.
status	String	Call status. **Note:** This parameter indicates the status of the incoming call for the agent. • `abandond`: The call was abandoned by the caller. • `missed`: The call was not answered by the agent. • `answered`: The call was answered by the agent.
ring_duration	Integer	The time between the call started to ring an agent and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
hold_duration	Integer	The total amount of time that the call was held.
reason	String	The reason why the call was not answered by the agent or why the call ended.
process_result	String	The process result for an abandoned or missed queue call. • `unprocessed` • `processed`
polling_attempts	Integer	The number of polling attempts to call an agent.
process_ext	String	The extension number and name of the agent that processed the abandoned or missed queue call.
process_time	String	The time that an agent changed the processing status of an abandoned or missed queue call.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the `reason`.
disposition	String	Call status.

Parameter	Type	Description
		Note: This parameter indicates the status of the incoming call for the queue. • `answered`: The call was answered by an agent in the queue. • `no_answered`: The call was not answered by any agents in the queue.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was received.
queue_num	String	Queue number.
agent_num	String	Agent number.

queue_agent_in_out_calls_list

Parameter	Type	Description
agent_name	String	Agent name.
agent_num	String	Agent number.
inbound_calls	Integer	The number of incoming calls received by an agent.
inbound_duration	Integer	The amount of time an agent spent in incoming calls.
outbound_calls	Integer	The number of outgoing calls placed by an agent.
outbound_duration	Integer	The amount of time an agent spent in outgoing calls.
total_calls	Integer	The total number of incoming calls and outgoing calls handled by an agent.
total_duration	Integer	The total amount of time an agent spent in incoming calls and outgoing calls.
average_talk_duration	Integer	The average amount of time that agents talk to callers.
average_handle_duration	Integer	The average amount of time it takes agents to handle answered calls. **Note:**

Parameter	Type	Description
		The value of this parameter is calculated by dividing the total amount of time between the start of ringing and the end of the answered calls by the total number of the answered calls.
average_waiting_duration	Integer	The average amount of time that it takes for an incoming call to be distributed to an agent.
average_hold_duration	Integer	The average amount of time that agents held calls in the answered queue calls.

ring_group_statistics_list

Parameter	Type	Description
group_name	String	Ring group name.
group_num	String	Ring group number.
answered_calls	Integer	The number of calls the ring group answered.
total_calls	Integer	The total number of calls the ring group received.
member_list	Array<member_list>	The information of the members in the ring group.

member_list

Parameter	Type	Description
ext_name	String	Extension name.
ext_num	String	Extension number.
answered_calls	Integer	The total number of calls that the extension answered.

ext_call_billing_list

Parameter	Type	Description
id	Integer	The item number of the returned records.
extension	String	The extension number and extension name of the user who made outbound calls.
total_call	Integer	The total number of outbound calls made where a call rate rule is applied.

Parameter	Type	Description
total_talk_duration	Integer	The total time between calls answered and calls ended.
average_talk_duration	Integer	The average time between calls answered and calls ended.
amount	number	The call cost.

ext_call_billing_details_list

Parameter	Type	Description
id	Integer	The item number of the returned records.
extension	String	The number and name of the extension user who made outbound calls.
time	String	When the outbound call was made.
call_to	String	The callee number.
talk_duration	Integer	The total time between calls answered and calls ended.
amount	number	The call cost.

Examples

Request example

Query the inbound call statistics of the extensions in an extension group (ID:"34") during **2022/04/01 12:00:00 AM-2022/04/15 11:59:59 PM**.

> **Important:**
> If you want to filter call reports by date and time, the format of `start_time` and `end_time` MUST follow the date and time display format of your PBX, otherwise the response will not return any records.

```
GET /
openapi/v1.0/call_report/list?type=extcallstatistics&start_time=2022/04/01
 12:00:00 AM&end_time=2022/04/15 11:59:59
 PM&ext_id_list=34&access_token=yzp2Ty69tJTZxKtoYWMZOyvmrcbDKm5S&communicat
ion_type=Inbound HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "ext_call_statistics_list": [
        {
            "ext_num": "2002",
            "ext_name": "Terrell Smith",
            "answered_calls": 40,
            "no_answer_calls": 10,
            "busy_calls": 3,
            "failed_calls": 0,
            "voicemail_calls": 7,
            "total_holding_time": 472,
            "total_talking_time": 588
        },
        {
            "ext_num": "2005",
            "ext_name": "Kristin Hale",
            "answered_calls": 16,
            "no_answer_calls": 0,
            "busy_calls": 0,
            "failed_calls": 0,
            "voicemail_calls": 0,
            "total_holding_time": 111,
            "total_talking_time": 141
        }
    ]
}
```

Query Call Report Detail

Query call details in specific IVR/Queue/Agent report.

Request URL

```
GET {base_url}/{api_path}/call_report/detail?access_token={access_token}
```

Request parameters

Parameter	Available	Required	Type	Description
type	This parameter is available in all call report types.	Yes	String	Call report type. **Valid value**: • `ivr`: IVR report. • `queueperformance`: Queue Performance report. • `queueperformanceactivity`: Queue Performance Activity report. • `queueagentperformance`: Agent Performance report.
start_time	This parameter is available when querying the following types of reports. • **IVR Report** • **Queue Performance** • **Agent Performance**	Yes	String	Specify the start time to filter report. **Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
end_time	This parameter is available when querying the following types of reports. • **IVR Report**	Yes	String	Specify the end time to filter report. **Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX).

Parameter	Available	Required	Type	Description
	• **Queue Performance** • **Agent Performance**			**Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
detail_time_begin	This parameter is available when querying the following types of reports. • **IVR Report** • **Queue Performance** • **Agent Performance**	Yes	String	Specify the start time to filter call details. **Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
detail_time_end	This parameter is available when querying the	Yes	String	Specify the end time to filter call details. **Note:**

Parameter	Available	Required	Type	Description
	following types of reports. • **IVR Report** • **Queue Performance** • **Agent Performance**			The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
time	This parameter is available when querying **Queue Performance Activity** report.	Yes	String	Specify the time frame to filter the call report. **Note:** The time format depends on the date display format of PBX. For example, **Date Display Format** of PBX is **Year/Month/Day**, then the valid time format is `YYYY/MM/DD`. **Time format**: • To query the report by hour, enter `YYYY/MM/DD`. • To query the report by day, enter `YYYY/MM`. • To query the report by month, enter `YYYY`.
detail_time	This parameter is available when querying **Queue**	Yes	String	Specify the time frame to filter call details. **Time format**:

Parameter	Available	Required	Type	Description
	Performance Activity report.			• To query the call details by hour, enter the hour. For example, enter `16` to query the call details from 16:00 to 16:59 on the specified day. • To query the call details by day, enter the day. For example, enter `29` to query the call details for the 29th day of the specified month. • To query the call details by month, enter the month. For example, enter `10` to query the call details for October of the specified year.
ivr_num	This parameter is available when querying **IVR Report**.	Yes	String	The number of the desired IVR.
queue_id_list	This parameter is available when querying the following types of reports: • **Queue Performance** • **Queue Performance Activity**	Yes	String	The ID of the desired queue. **Note:** You can query the queue's ID using Get Menu Options.
queue_id	This parameter is available when querying **Agent Performance** report.	Yes	Integer	The ID of the desired queue. **Note:** You can query the queue's ID using Get Menu Options.
queue_num	This parameter is available when querying the following types of reports:	Yes	String	The number of the desired queue.

Parameter	Available	Required	Type	Description
	• **Queue Performance** • **Queue Performance Activity** • **Agent Performance**			
agent_num	This parameter is available when querying **Agent Performance** report.	Yes	String	The extension number of the desired agent.
abandon_time	This parameter is available when querying the following types of reports: • **Queue Performance** • **Queue Performance Activity** • **Agent Performance**	No	Integer	Set a time. Calls abandoned within the specified time will not be included in report. (**Unit**: Second)
talk_time	This parameter is available when querying **Queue Performance** report.	No	Integer	Set a time. Calls that proceeded within the specified time will be not be included in report. (**Unit**: Second)

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of call detail records.
ivr_report_detail	Array<ivr_call_detail>	The list of the IVR call details.
queue_performance_detail	Array<queue_call_detail>	The list of the Queue Performance call details.
queue_performance_activity_detail	Array<queue_call_detail>	The list of the Queue Performance Activity call details.
queue_agent_performance_detail	Array<agent_call_detail>	The list of the Queue Agent Performance call details.

ivr_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
press	String	The key pressed in the call.
destination	String	The destination of the keypress.
opr_duration	Integer	The time between the caller called into the IVR and exited the IVR.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the keypress destination (`destination`).
call_to	String	The number and name of the keypress destination (`destination`). **Note:**

Parameter	Type	Description
		If the keypress destination doesn't have a number, such as Play Prompt and Exit, Play Prompt and Return to IVR, etc., this parameter returns null.
timestamp	Integer	The timestamp of the time when the call was received.
dst_num	String	The number of the keypress destination (`destination`). **Note:** If the keypress destination doesn't have a number, such as Play Prompt and Exit, Play Prompt and Return to IVR, etc., this parameter returns null.
ivr_num	String	IVR number.

queue_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
queue_name	String	Queue name.
agent_name	String	Agent name and agent number.
status	String	Call status. • `abandond`: The call was abandoned by the caller. • `missed`: The call was eventually not answered by the agent. • `answered`: The call was answered by the agent.
ring_duration	Integer	The time between the call started to ring an agent and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
hold_duration	Integer	The total amount of time that the call was held.

Parameter	Type	Description
reason	String	The reason why the call was not answered by the agent or why the call ended.
process_result	String	The process result for an abandoned or missed queue call. • `unprocessed` • `processed`
polling_attempts	Integer	The number of polling attempts to call an agent.
process_ext	String	The extension number and name of the agent that processed the abandoned or missed queue call.
process_time	String	The time that an agent changed the processing status of an abandoned or missed queue call.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the `reason`.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was received.
queue_num	String	Queue number.
agent_num	String	Agent number.

queue_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
queue_name	String	Queue name.
agent_name	String	Agent name and agent number.
status	String	Call status. • `abandond`: The call was abandoned by the caller. • `missed`: The call was eventually not answered by the agent. • `answered`: The call was answered by the agent.

Parameter	Type	Description
ring_duration	Integer	The time between the call started to ring an agent and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
hold_duration	Integer	The total amount of time that the call was held.
reason	String	The reason why the call was not answered by the agent or why the call ended.
process_result	String	The process result for an abandoned or missed queue call. • `unprocessed` • `processed`
polling_attempts	Integer	The number of polling attempts to call an agent.
process_ext	String	The extension number and name of the agent that processed the abandoned or missed queue call.
process_time	String	The time that an agent changed the processing status of an abandoned or missed queue call.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the `reason`.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was received.
queue_num	String	Queue number.
agent_num	String	Agent number.

agent_call_detail

Parameter	Type	Description
id	String	The unique ID of the call.
time	String	The time when the call was received.
call_from	String	The number and name of the caller.
queue_name	String	Queue name.
agent_name	String	Agent name and agent number.
status	String	Call status.

Parameter	Type	Description
		• `abandond`: The call was abandoned by the caller. • `missed`: The call was eventually not answered by the agent. • `answered`: The call was answered by the agent.
ring_duration	Integer	The time between the call started to ring an agent and the call answered.
talk_duration	Integer	The time between the call answered and the call ended.
hold_duration	Integer	The total amount of time that the call was held.
reason	String	The reason why the call was not answered by the agent or why the call ended.
process_result	String	The process result for an abandoned or missed queue call. • `unprocessed` • `processed`
polling_attempts	Integer	The number of polling attempts to call an agent.
process_ext	String	The extension number and name of the agent that processed the abandoned or missed queue call.
process_time	String	The time that an agent changed the processing status of an abandoned or missed queue call.
reason_partya ~ reason_partyf	String	The parts of the content that are used to compose the information about the `reason`.
disposition	String	Call status. **Note:** This parameter indicates the status of the incoming call for the queue. • `answered`: The call was answered by an agent in the queue. • `no_answered`: The call was not answered by any agents in the queue.
call_to	String	The number and name of the callee.
timestamp	Integer	The timestamp of the time when the call was received.

Parameter	Type	Description
queue_num	String	Queue number.
agent_num	String	Agent number.

Examples

Request example

Query the call details of agent 1002 in queue 6400 (ID:"1") during **2024/09/29 00:00:00 - 2024/09/29 23:59:59**.

```
GET /
openapi/v1.0/call_report/detail?access_token=synJ1EwaEXYvp7fipey7L4mq8E2hrP
U8&type=queueagentperformance&start_time=2024/09/01
 00:00:00&end_time=2024/09/30 23:59:59&detail_time_begin=2024/09/29
 00:00:00&detail_time_end=2024/09/29
 23:59:59&agent_num=1002&queue_id=1&abandon_time=5 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 2,
    "queue_agent_performance_detail": [
        {
            "id": "202409291711030B6DF",
            "time": "2024/09/29 17:11:02",
            "call_from": "Anna Simmons<2000>",
            "queue_name": "Support",
            "agent_name": "NONE",
            "status": "missed",
            "ring_duration": 36,
            "talk_duration": 0,
            "hold_duration": 0,
            "reason": "Anna Simmons<2000> caller_call_callee Terrell
 Smith<1002>   ",
            "process_result": "unprocessed",
            "polling_attempts": 1,
            "process_ext": "",
            "process_time": "",
            "reason_partya": "src",
            "reason_partyb": "caller_call_callee",
```

```
            "reason_partyc": "dst",
            "reason_partyd": "",
            "reason_partye": "",
            "reason_partyf": "",
            "disposition": "no_answered",
            "call_to": "Terrell Smith<1002>",
            "timestamp": 1727601062,
            "queue_num": "6401",
            "agent_num": "1002"
        },
        {
            "id": "20240929170007A9523",
            "time": "2024/09/29 17:00:06",
            "call_from": "Carmen Gordon<2001>",
            "queue_name": "Support",
            "agent_name": "NONE",
            "status": "answered",
            "ring_duration": 12,
            "talk_duration": 560,
            "hold_duration": 0,
            "reason": "Terrell Smith<1002> hangup    ",
            "process_result": "unprocessed",
            "polling_attempts": 1,
            "process_ext": "",
            "process_time": "",
            "reason_partya": "dst",
            "reason_partyb": "hangup",
            "reason_partyc": "",
            "reason_partyd": "",
            "reason_partye": "",
            "reason_partyf": "",
            "disposition": "answered",
            "call_to": "Terrell Smith<1002>",
            "timestamp": 1727600406,
            "queue_num": "6401",
            "agent_num": "1002"
        }
    ]
}
```


Download a Call Report

Download a specific call report.

Steps to download a call report

1. Get the download URL of a call report
2. Download the call report

Request URL

```
GET {base_url}/{api_path}/call_report/download?access_token={access_token}
```

Request parameters

Parameter	Available	Required	Type	Description
type	This parameter is available in all call report types.	Yes	String	Call report type. **Valid value**: • `extcallstatistics`: Extension Call Statistics report. • `extcallactivity`: Extension Call Activity report. • `trunkactivity`: PBX Call Activity report. • `trunkdiddodactivity`: DID/Outbound Caller ID Activity report. • `ivr`: IVR Report. • `aisttusage`: Transcription Usage Details report. • `unreturnmisscall`: Unreturned Missed Call Report. • `queueavgwaittalktime`: Queue AVG Waiting & Talking Time report. • `queueperformance`: Queue Performance report. • `queueperformanceactivity`: Queue Performance Activity report. • `queuecallbackssummary`: Queue Callback Summary report.

Parameter	Available	Required	Type	Description
				• `queuecallbacksactivity`: Queue Callback Activity report. • `queuesatisfaction`: Satisfaction Survey report. • `queuesatisfactiondetail`: Queue Satisfaction Survey Details report. • `queueagentlogintime`: Agent Login Activity report. • `queueagentpausetime`: Agent Pause Activity report. • `queueagentmisscalls`: Agent Missed Call Activity report. • `queueagentperformance`: Agent Performance report. • `queueagentinoutcalls`: Agent Call Summary report. • `ringgroupstatistics`: Ring Group Statistics report. • `extcallbilling`: Extension Call Accounting report. • `extcallbillingdetails`: Extension Call Accounting Details report.
start_time	This parameter is available when querying the following types of reports. • **Extension Call Statistics** • **IVR Report** • **Transcription Usage Details** • **Unreturned Missed Call Report** • **Queue Performance** • **Queue Callback Summary**	No	String	Specify the start time to filter the reports. **Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format

Parameter	Available	Required	Type	Description
	• **Queue Callback Activity** • **Satisfaction Survey** • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary** • **Ring Group Statistics** • **Extension Call Accounting** • **Extension Call Accounting Details**			is `MM/DD/YYYY HH:mm:ss`. • If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
end_time	This parameter is available when querying the following types of reports. • **Extension Call Statistics** • **IVR Report** • **Transcription Usage Details** • **Unreturned Missed Call Report** • **Queue Performance** • **Queue Callback Summary** • **Queue Callback Activity**	No	String	Specify the end time to filter the reports. **Note:** The time format depends on the date and time display format of PBX (set in **System > Date and Time > Display Format** on PBX). **Examples**: • If the display format is **Month/Day/Year** and is **24-hours format**, then the valid time format is `MM/DD/YYYY HH:mm:ss`.

Parameter	Available	Required	Type	Description
	• **Satisfaction Survey** • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary** • **Ring Group Statistics** • **Extension Call Accounting** • **Extension Call Accounting Details**			• If the display format is **Year/Month/Day** and is **12-hours format**, then the valid time format is `YYYY/MM/DD HH:mm:ss AM` or `YYYY/MM/DD HH:mm:ss PM`.
time	This parameter is available when querying the following types of reports: • **Extension Call Activity** • **PBX Call Activity** • **DID/Outbound Caller ID Activity** • **Queue AVG Waiting & Talking Time** • **Queue Performance Activity**	Yes	String	Specify the time frame to filter the call report. **Note:** The time format depends on the date display format of PBX. For example, **Date Display Format** of PBX is **Year/Month/Day**, then the valid time format is `YYYY/MM/DD`. **Time format**: • To query the reports by hour, enter `YYYY/MM/DD`. • To query the reports by day, enter `YYYY/MM`. • To query the reports by month, enter `YYYY`.

Parameter	Available	Required	Type	Description
ext_id_list	This parameter is available when querying the following types of reports: • **Extension Call Statistics** • **Extension Call Activity** • **Extension Call Accounting** • **Extension Call Accounting Details**	This parameter is required when querying the following types of reports: • **Extension Call Statistics** • **Extension Call Activity**	String	The ID(s) of the desired extension(s)/extension group(s). **Note:** • You can query the extension/extension group's ID using Get Menu Options. • Use a comma to separate multiple IDs.

Parameter	Available	Required	Type	Description
trunk_id	This parameter is available when querying **DID/Outbound Caller ID Activity** report.	Yes	String	The ID of the desired trunk. **Note:** You can query the trunk's ID using Get Menu Options.
trunk_id_list	This parameter is available when querying the following types of reports: • **PBX Call Activity** • **Extension Call Accounting** • **Extension Call Accounting Details**	Yes	String	The ID(s) of the desired trunk(s). **Note:** • You can query the trunk's ID using Get Menu Options. • Use a comma to separate multiple IDs.
ivr_id_list	This parameter is available when querying **IVR Report**.	Yes	String	The ID(s) of the desired IVR(s). **Note:** • You can query the IVR's ID using Get Menu Options. • Use a comma to separate multiple IDs.
ring_group_id_list	This parameter is available when querying **Ring Group Statistics** report.	Yes	String	The ID(s) of the desired ring group(s). **Note:** • You can query the ring group's ID using Get Menu Options.

Parameter	Available	Required	Type	Description
				• Use a comma to separate multiple IDs.
queue_id	This parameter is available when querying the following types of reports: • **Satisfaction Survey** • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary**	Yes	String	The ID of the desired queue. **Note:** You can query the queue's ID using Get Menu Options.
queue_id_list	This parameter is available when querying the following types of reports: • **Queue AVG Waiting & Talking Time** • **Queue Performance** • **Queue Performance Activity** • **Queue Callback Summary** • **Queue Callback Activity**	Yes	String	The ID(s) of the desired queue(s). **Note:** • You can query the queue's ID using Get Menu Options. • Use a comma to separate multiple IDs.
agent_id_list	This parameter is available when querying	No	String	The ID(s) of the desired agent(s).

Parameter	Available	Required	Type	Description
	the following types of reports: • **Satisfaction Survey Details** • **Agent Login Activity** • **Agent Pause Activity** • **Agent Missed Call Activity** • **Agent Performance** • **Agent Call Summary**			**Note:** • You can query the agent's ID using Get Menu Options. • Use a comma to separate multiple IDs.
abandon_time	This parameter is available when querying the following types of reports: • **Unreturned Missed Call Report** • **Queue Performance** • **Queue Performance Activity** • **Agent Missed Call Activity** • **Agent Performance**	No	String	Set a time. Calls abandoned within the specified time will not be included in report. (**Unit**: Second)
talk_time	This parameter is available when querying **Queue Performance** report.	No	Integer	Set a time. Calls that proceeded within the specified time will be not be included in report. (**Unit**: Second)
include_internal	This parameter is available when querying **PBX Call Activity** report.	No	Integer	Whether to include internal calls in the report. **Valid value**: • `0`: Exclude the internal calls. • `1`: Include the internal calls.

Parameter	Available	Required	Type	Description
callback_result	This parameter is available when querying **Queue Callback Activity** report.	No	String	Queue callback result. **Valid value**: • `success` • `fail`
reason	This parameter is available when querying **Agent Pause Activity** report.	No	String	The reason why an agent switched status to pause. **Valid value**: The pause reasons set on PBX web portal (Path: **Call Features > Queue > Pause Reason**).
communication_type	This parameter is available when querying the following types of reports: • **Extension Call Statistics** • **Extension Call Activity** • **PBX Call Activity** • **DID/Outbound Caller ID Activity**	No	String	Communication type. **Note:** If this parameter is omitted, the system will query all the communication types. **Valid value for extension related reports**: • `Inbound` • `Outbound` • `Internal` **Valid value for trunk related reports**: • `Inbound` • `Outbound`
call_from	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The number of the caller.
call_to	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The number of the callee.
call_to_type	This parameter is available when querying	No	String	The type of the destination to which the call is routed.

Parameter	Available	Required	Type	Description
	the **Unreturned Missed Call Report**.			**Valid value**: • `Extension` • `Queue` • `RingGroup`
miss_call_type	This parameter is available when querying the **Unreturned Missed Call Report**.	No	String	The type of a missed call. **Valid value**: • `no_answer` • `busy` • `abandoned`
unreturn_status	This parameter is available when querying the **Unreturned Missed Call Report**.	No	Integer	The return status of a missed call. **Valid value**: • `1`: Returned. • `2`: Not returned.
need_detail	This parameter is available when querying the following types of reports: • **IVR Report** • **Queue Performance** • **Queue Performance Activity** • **Agent Performance**	No	Integer	Whether to include details about the associated calls. **Valid value**: • `0`: Exclude the call details. • `1`: Include the call details.
is_async	This parameter is available in all call report types.	No	Integer	Whether to retrieve data and obtain the download URL of call report asynchronously. **Valid value**: • `0`: Synchronously. • `1`: Asynchronously. **Note:** When data is retrieved and the download URL of call report is

Parameter	Available	Required	Type	Description
				generated, the PBX will send event report `30027` to the third-party application.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** • You can check the error code and error message in Error Code and Error Message. • If you choose to retrieve data asynchronously, error code `2` and error message `PROCESSING` will be returned. When data is retrieved and the download URL of call report is generated, the PBX will send event report `30027` to the third-party application.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The call report file.
download_resource_url	String	The call report download URL. **Note:** The download URL is only valid for 30 minutes.

Examples

Request example

Obtain the download URL of the queue satisfaction survey report (queue ID: "1") during **04/01/2022 00:00:00-05/31/2022 23:59:59**.

> **Important:**
> If you want to filter call reports by date and time, the format of `start_time` and `end_time` MUST follow the date and time display format of your PBX, otherwise the response will not return any records.

```
GET /
openapi/v1.0/call_report/download?type=queuesatisfaction&start_time=04/01/2
022 00:00:00&end_time=05/31/2022
 23:59:59&queue_id=1&access_token=MB1OklPar5hnDfhi4srZa8FrZ4znFSzr HTTP/1.1

Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file":
 "QueueSatisfaction-X.7.0.7-download-20220608094753-ejP6Z6htIfhsCQbP.csv",
    "download_resource_url":
 "/api/download/QueueSatisfaction-x.7.0.7-download-20220608094753-ejP6Z6htI
fhsCQbP.csv"
}
```

Download the call report

After obtaining the download URL for the call report, combine it with the *{base_url}* and append the `{access_token}` parameter. Then, use the complete link to download the call reports.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/QueueSatisfaction-x.7.0.7-download-20220608094753-ejP6Z6htIfhs
CQbP.csv?access_token=MB1OklPar5hnDfhi4srZa8FrZ4znFSzr
```

Scheduled Call Reports

Query Scheduled Call Report List

Query the scheduled call report list.

Request URL

```
GET {base_url}/{api_path}/
call_schedule_report/list?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.
sort_by	No	String	Define the sorting field. **Valid value**: • `id` • `name`
order_by	No	String	Define the display order. **Valid value**: • `asc`: Ascending order. • `desc`: Descending order.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
total_number	Integer	The total number of scheduled reports.
data	Array<scheduled_reports>	The information of the scheduled reports.

scheduled_reports

Parameter	Type	Description
id	Integer	The unique ID of the scheduled call report.
name	String	The name of the scheduled call report.
format	String	The file format of the scheduled call report.
date	String	The scheduled time of scheduled call report.

Examples

Request example

```
GET /
openapi/v1.0/call_schedule_report/list?access_token=jw9RB1zwQ5g6qnoceH8vztr
naOiYoZwN&sort_by=name&order_by=desc HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "total_number": 6,
    "data": [
        {
            "id": 6,
            "name": "test-extension-report",
            "format": "csv",
```

```
            "date": "2022/04/12 19:19:38"
        },
        {
            "id": 3,
            "name": "Support",
            "format": "csv",
            "date": "2022/03/14 13:17:57"
        },
        {
            "id": 5,
            "name": "Support2",
            "format": "csv",
            "date": "2022/03/14 18:00:00"
        },
        {
            "id": 4,
            "name": "Sales",
            "format": "csv",
            "date": "2022/03/14 13:18:53"
        },
        {
            "id": 1,
            "name": "test1",
            "format": "csv",
            "date": "2022/01/06 19:31:11"
        },
        {
            "id": 2,
            "name": "test2",
            "format": "csv",
            "date": "2022/03/02 13:39:14"
        }
    ]
}
```


Download a Scheduled Call Report

Download a specific scheduled call report.

Steps to download a scheduled call report

1. Get the download URL of scheduled call report
2. Download the scheduled call report

Request URL

```
GET {base_url}/{api_path}/
call_schedule_report/download?access_token={access_token}
```

Request parameters

Parameter	Available	Required	Type	Description
id	This parameter is available in all call report types.	Yes	Integer	The unique ID of the scheduled call report. **Note:** You can query the call report's ID using Query Scheduled Call Report List.
need_detail	This parameter is available when querying the following types of reports: • **IVR Report** • **Queue Performance** • **Queue Performance Activity** • **Agent Performance**	No	Integer	Whether to include details about the associated calls. **Valid value**: • `0`: Exclude the call details. • `1`: Include the call details.
is_async	This parameter is available in all call report types.	No	Integer	Whether to retrieve data and obtain the download URL of call report asynchronously. **Valid value**: • `0`: Synchronously. • `1`: Asynchronously. **Note:** When data is retrieved and the download URL of call report is generated, the PBX will send event report `30027`

Parameter	Available	Required	Type	Description
				to the third-party application.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** • You can check the error code and error message in Error Code and Error Message. • If you choose to retrieve data asynchronously, error code `2` and error message `PROCESSING` will be returned. When data is retrieved and the download URL of call report is generated, the PBX will send event report `30027` to the third-party application.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	The scheduled call report.
download_resource_url	String	The scheduled call report download URL. **Note:** The download URL is only valid for 30 minutes.

Examples

Request Example

```
GET /
openapi/v1.0/call_schedule_report/download?id=5&access_token=FZCqUJucsaaUYi
kWHJA7sCEBjo0z8k5C HTTP/1.1
192.168.5.150:8088
```

Response Example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "file": "Support.csv",
    "download_resource_url": "/api/download/Support.csv"
}
```

Download the scheduled call report

After obtaining the download URL for the call report, combine it with the *{base_url}* and append the `{access_token}` parameter. Then, use the complete link to download the call reports.

Download link format

```
{base_url}/{download_resource_url}?access_token={access_token}
```

Download link example

```
https://192.168.5.150:8088/
api/download/Support.csv?access_token=WQMR0cuirhX264oZMa9pV03T9li924NS
```

Hotel

Query Alarm List

Query the alarm list.

Request URL

```
GET {base_url}/{api_path}/wakeupcall/list?access_token={access_token}
```

Request parameters

Table 336.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed.
page_size	No	Integer	Define how many records per page.

Response parameters

Table 337.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Wakeup_Info>	Alarm list.

Wakeup_Info

Table 338.

Parameter	Type	Description
ext_id	Integer	The unique ID of an extension.
wakeup_call	Array <Extension_Wakeup>	The alarm information of the extension.

Extension_Wakeup

Table 339.

Parameter	Type	Description
id	Integer	The unique ID of an alarm.
alarm_time	String	Alarm time.
repeat_type	String	The schedule and specific days for repeating the alarm.
number_of_snoozes	Integer	How many times will the alarm be repeated.
snooze_duration	Integer	The interval in minutes between each repeat.
alarm_prompt	String	The name of alarm prompt.
alarm_day	String	Alarm date.
repeat_option	String	The frequency for repeating the alarm.
ring_timeout	Integer	The amount of time that the alarm will ring before timeout.
fail_dest_type	String	The failover destination type.
fail_dest_data	Integer	The specific failover destination.
remark	String	Additional information about the alarm.

Examples

Request example

```
GET /
openapi/v1.0/wakeupcall/list?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "ext_id": 3,
            "wakeup_call": [
                {
                    "id": 1,
                    "alarm_time": "07:00",
```

```
                    "repeat_type": "never",
                    "number_of_snoozes": 2,
                    "snooze_duration": 5,
                    "alarm_prompt": "morning-call.wav",
                    "alarm_day": "2025/01/05",
                    "repeat_option": "never",
                    "ring_timeout": 20,
                    "fail_dest_type": "ext",
                    "fail_dest_data": 5,
                    "remark": "Make call"
                }
            ]
        },
        {
            "ext_id": 5,
            "wakeup_call": [
                {
                    "id": 2,
                    "alarm_time": "06:00",
                    "repeat_type":
 "every_monday,every_tuesday,every_wednesday,every_thursday,every_friday,ev
ery_saturday,every_sunday",
                    "number_of_snoozes": 3,
                    "snooze_duration": 5,
                    "alarm_prompt": "morning-call.wav",
                    "repeat_option": "every_day",
                    "ring_timeout": 20,
                    "fail_dest_type": "hangup"
                }
            ]
        },
        {
            "ext_id": 8,
            "wakeup_call": [
                {
                    "id": 3,
                    "alarm_time": "05:30",
                    "repeat_type":
 "every_monday,every_tuesday,every_wednesday,every_thursday",
                    "snooze_duration": 5,
                    "alarm_prompt": "default",
                    "repeat_option": "every_week",
                    "ring_timeout": 20,
                    "fail_dest_type": "ringgroup",
                    "fail_dest_data": 1
```

```
                }
            ]
        }
    ]
}
```

Query Information of an Alarm

Query an extension's alarm information.

Request URL

```
GET {base_url}/{api_path}/wakeupcall/get?access_token={access_token}
```

Request parameters

Table 340.

Parameter	Required	Type	Description
ext_id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.

Response parameters

Table 341.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed.

Table 341. (continued)

Parameter	Type	Description
		• `FAILURE`: Failed.
data	Array <Wakeup_Info>	Alarm list.

Wakeup_Info

Table 342.

Parameter	Type	Description
ext_id	Integer	The unique ID of the extension.
wakeup_call	Array <Extension_Wakeup>	The alarm information of the extension.

Extension_Wakeup

Table 343.

Parameter	Type	Description
id	Integer	The unique ID of an alarm.
alarm_time	String	Alarm time.
repeat_type	String	The schedule and specific days for repeating the alarm.
number_of_snoozes	Integer	How many times will the alarm be repeated.
snooze_duration	Integer	The interval in minutes between each repeat.
alarm_prompt	String	The name of alarm prompt.
alarm_day	String	Alarm date.
repeat_option	String	The frequency for repeating the alarm.
ring_timeout	Integer	The amount of time that the alarm will ring before timeout.
fail_dest_type	String	The failover destination type.
fail_dest_data	Integer	The specific failover destination.
remark	String	Additional information about the alarm.

Examples

Request example

```
GET /
openapi/v1.0/wakeupcall/get?ext_id=39&access_token=ojPrvnfzPdwc8OCcRmhG16gE
HuZcwFco HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": {
        "ext_id": 39,
        "wakeup_call": [
            {
                "id": 2,
                "alarm_time": "06:00",
                "repeat_type":
 "every_monday,every_tuesday,every_wednesday,every_thursday,every_friday,ev
ery_saturday,every_sunday",
                "number_of_snoozes": 3,
                "snooze_duration": 5,
                "alarm_prompt": "morning-call.wav",
                "repeat_option": "every_day",
                "ring_timeout": 20,
                "fail_dest_type": "hangup",
                "remark": "Make call"
            }
        ]
    }
}
```

Query Information of Multiple Alarms

Query multiple extensions' alarm information at the same time.

Request URL

```
GET {base_url}/{api_path}/wakeupcall/query?access_token={access_token}
```

Request parameters

Table 344.

Parameter	Required	Type	Description
ext_id	Yes	String	The unique IDs of multiple extensions. **Note:** • You can query extension's ID using Search Specific Extensions. • Use a comma to separate multiple IDs.

Response parameters

Table 345.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array <Wakeup_Info>	Alarm list.

Wakeup_Info

Table 346.

Parameter	Type	Description
ext_id	Integer	The unique ID of an extension.
wakeup_call	Array <Extens	Alarm information of the extension.

Table 346. (continued)

Parameter	Type	Description
	ion_Wa keup>	

Extension_Wakeup

Table 347.

Parameter	Type	Description
id	Integer	The unique ID of an alarm.
alarm_time	String	Alarm time.
repeat_type	String	The schedule and specific days for repeating the alarm.
number_of_sn oozes	Integer	How many times will the alarm be repeated.
snooze_durati on	Integer	The interval in minutes between each repeat.
alarm_prompt	String	The name of alarm prompt.
alarm_day	String	Alarm date.
repeat_option	String	The frequency for repeating the alarm.
ring_timeout	Integer	The amount of time that the alarm will ring before timeout.
fail_dest_type	String	The failover destination type.
fail_dest_data	Integer	The specific failover destination.
remark	String	Additional information about the alarm.

Examples

Request example

```
GET /
openapi/v1.0/wakeupcall/query?ext_id=39,223&access_token=ojPrvnfzPdwc8OCcRm
hG16gEHuZcwFco HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
```

```
    "errmsg": "SUCCESS",
    "data": [
        {
            "ext_id": 39,
            "wakeup_call": [
                {
                    "id": 1,
                    "alarm_time": "07:00",
                    "repeat_type": "never",
                    "number_of_snoozes": 2,
                    "snooze_duration": 5,
                    "alarm_prompt": "morning-call.wav",
                    "alarm_day": "2025/01/05",
                    "repeat_option": "never",
                    "ring_timeout": 20,
                    "fail_dest_type": "ext",
                    "fail_dest_data": 5,
                    "remark": "Make call"
                }
            ]
        },
        {
            "ext_id": 223,
            "wakeup_call": [
                {
                    "id": 2,
                    "alarm_time": "06:00",
                    "repeat_type":
 "every_monday,every_tuesday,every_wednesday,every_thursday,every_friday,ev
ery_saturday,every_sunday",
                    "number_of_snoozes": 3,
                    "snooze_duration": 5,
                    "alarm_prompt": "morning-call.wav",
                    "repeat_option": "every_day",
                    "ring_timeout": 20,
                    "fail_dest_type": "hangup"
                }
            ]
        }
    ]
}
```

Add an Alarm

Add an alarm for a specific extension.

> **Note:**
>
> - Add one alarm for one extension at a time. If you add multiple alarms at a time, only the newly added alarm will take effect.
> - A maximum of 23 alarms can be added for an extension.

Request URL

```
POST {base_url}/{api_path}/wakeupcall/create?access_token={access_token}
```

Request parameters

Table 348.

Parameter	Required	Type	Description
ext_id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.
alarm_time	Yes	String	The alarm time in 24-hour clock format. For example: `07:30`.
repeat_type	No	String	The schedule and specific days for repeating the alarm. **Valid value**: • `never` (default) • `every_monday` • `every_tuesday` • `every_wednesday` • `every_thursday` • `every_friday` • `every_saturday` • `every_sunday` **Note:**

Table 348. (continued)

Parameter	Required	Type	Description
			• Use a comma to separate multiple types. • If `repeat_type` is set to `never`, PBX will delete the alarm after the alarm has been repeated for the designated repeat times.
number_of_snoozes	No	Integer	How many times will the alarm be repeated. **Valid value**: • `0` (default) • `1` • `2` • `3`
snooze_duration	No	Integer	The interval in minutes between each repeat. **Default value**: 10
alarm_prompt	No	String	The name of alarm prompt. **Note:** • If you don't set the parameter, the system will play the Music on Hold (MoH). • This must be a custom prompt. You can obtain the custom prompt name on PBX web portal (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
alarm_day	No	String	Alarm date. **Time format**: YYYY/MM/DD, where Y represents the year, M represents the Month, and D represents the Day. For example, enter 2025/01/05.
repeat_option	No	String	The frequency for repeating the alarm. **Valid value**: • `never` • `every_day` • `every_week` • `every_month`

Table 348. (continued)

Parameter	Required	Type	Description
ring_timeout	No	Integer	The amount of time in seconds that the alarm will ring before timeout.
fail_dest_type	No	String	The failover destination type. **Valid value**: • `hangup` • `ext` • `ringgroup`
fail_dest_data	No	Integer	The specific failover destination if `fail_dest_type` is set to `ext` or `ringgroup`. **Note:** You can query extension's ID using Search Specific Extensions and query ring group's ID using Get Menu Options.
remark	No	String	Add additional information about the alarm.

Response parameters

Table 349.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
id	Integer	The unique ID of the alarm.

Examples

Request example

```
POST /
openapi/v1.0/wakeupcall/create?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFc
o HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "ext_id":3,
    "alarm_time":"06:00",
    "repeat_type":"never",
    "number_of_snoozes":3,
    "snooze_duration":5,
    "alarm_prompt":"morning-call.wav",
    "alarm_day": "2025/01/05",
    "repeat_option": "never",
    "ring_timeout": 4,
    "fail_dest_type": "ext",
    "fail_dest_data": 5
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "id": 12
}
```

Edit an alarm

Edit the configuration of an alarm.

Request URL

```
POST {base_url}/{api_path}/wakeupcall/update?access_token={access_token}
```

Request parameters

Table 350.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of an alarm. **Note:** You can query alarm's ID using Query Alarm List.
alarm_time	No	String	The alarm time in 24-hour clock format. For example: `07:30`.
repeat_type	No	String	The schedule and specific days for repeating the alarm. **Valid value**: • `never` (default) • `every_monday` • `every_tuesday` • `every_wednesday` • `every_thursday` • `every_friday` • `every_saturday` • `every_sunday` **Note:** • Use a comma to separate multiple types. • If `repeat_type` is set to `never`, PBX will delete the alarm after the alarm has been repeated for the designated repeat times.
number_of_snoozes	No	Integer	How many times will the alarm be repeated. **Valid value**: • `0` (default) • `1` • `2` • `3`
snooze_duration	No	Integer	The interval in minutes between each repeat. **Default value**: 10
alarm_prompt	No	String	The name of alarm prompt.

Table 350. (continued)

Parameter	Required	Type	Description
			Note: • If you don't set the parameter, the system will play the Music on Hold (MoH). • This must be a custom prompt. You can obtain the custom prompt name on PBX web portal (Path: **PBX Settings > Voice Prompt > Custom Prompt**).
alarm_day	No	String	Alarm date. **Time format**: YYYY/MM/DD, where Y represents the year, M represents the Month, and D represents the Day. For example, enter 2025/01/05.
repeat_option	No	String	The frequency for repeating the alarm. **Valid value**: • `never` • `every_day` • `every_week` • `every_month`
ring_timeout	No	Integer	The amount of time in seconds that the alarm will ring before timeout.
fail_dest_type	No	String	The failover destination type. **Valid value**: • `hangup` • `ext` • `ringgroup`
fail_dest_data	No	Integer	The specific failover destination if `fail_dest_type` is set to `ext` or `ringgroup`. **Note:** You can query extension's ID using Search Specific Extensions and query ring group's ID using Get Menu Options.
remark	No	String	Add additional information about the alarm.

Response parameters

Table 351.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Change alarm time to 07:00 (ID: "14").

```
POST /
openapi/v1.0/wakeupcall/update?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFc
o HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "id":14,
    "alarm_time":"07:00"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Delete Alarms

Delete one or multiple alarms for a specific extension.

Request URL

```
GET {base_url}/{api_path}/wakeupcall/delete?access_token={access_token}
```

Request parameters

Table 352.

Parameter	Required	Type	Description
ext_id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.
wakeup_call_id	No	Integer	The unique ID of an alarm. • **Delete an alarm**: Enter the alarm ID. • **Delete multiple alarms**: Enter multiple IDs, use comma to separate multiple IDs. • **Delete all alarms**: Do not send `wakeup_call_id` parameter. **Note:** You can query alarm's ID using Query Alarm List.

Response parameters

Table 353.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Table 353. (continued)

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
GET /
openapi/v1.0/wakeupcall/delete?ext_id=223&wakeup_call_id=15&access_token=oj
PrvnfzPdwc8OCcRmhG16gEHuZcwFco HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

Hotel Checkout

Perform checkout for hotel guests.

Note:
After checking out through this interface, PBX will do the following operations for the hotel extension:

- Clear the following data: first name, email address, mobile number, job title, personal contacts, chat history, voicemail message, call recording, call log, video conference, and wake-up call.
- Reset **Last Name** to extension number.
- Reset extension presence to **Available**.

- Reset extension outbound call permission to PROHIBIT outbound calls.

Request URL

```
POST {base_url}/{api_path}/hotel/checkout?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
ext_id	Yes	Integer	The unique ID of an extension. **Note:** You can query extension's ID using Search Specific Extensions.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /
openapi/v1.0/hotel/checkout?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
 HTTP/1.1
Host: 192.168.5.150:8088
```

```
Content-Type: application/json
{
    "ext_id":39
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

SMS

Send an SMS Message

Send an SMS message to a mobile number through a GSM/3G/4G trunk.

> **Note:**
>
> - Make sure that PBX can send and receive SMS messages.
> - A maximum length of 2000 characters is supported.

Request URL

```
POST {base_url}/{api_path}/sms/create?access_token={access_token}
```

Request parameters

Table 354.

Parameter	Required	Type	Description
message	Yes	String	Encoded message content. **Tip:** You can encode message content to URL on the website.
number	Yes	String	Mobile number to receive the SMS message.

Table 354. (continued)

Parameter	Required	Type	Description
trunk_name	Yes	String	The name of the GSM/3G/4G trunk, which is used for sending SMS message.

Response parameters

Table 355.

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

```
POST /openapi/v1.0/sms/create?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "number":"15880123456",
    "trunk_name":"UMTS2-7",
    "message":"Hello%20Yeastar"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
```

```
}
```

Call Control APIs

Query Calls

Get the detailed information of calls that are in progressing.

Request URL

```
GET {base_url}/{api_path}/call/query?access_token={access_token}
```

Request parameters

Query a specific call

Parameter	Required	Type	Description
call_id	Yes	String	The unique ID of each call. **Note:** You can obtain the call ID in the (30011) Call State Changed event.

Query calls by communication type

Parameter	Required	Type	Description
type	Yes	String	Communication type. **Valid value**: • `inbound`: Query the information of inbound calls. • `outbound`: Query the information of outbound calls. • `internal`: Query the information of internal calls.

Query calls by extension number

Parameter	Required	Type	Description
extension	Yes	String	Extension number.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.

Members

Parameter	Type	Description
extension	Object<Extension_Info>	The information of the extensions.
inbound	Object<Inbound_Info>	The information of the inbound calls.
outbound	Object<Outbound_Info>	The information of the outbound calls.

Extension_Info

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.

Parameter	Type	Description
member_status	String	The current call status of the member. • `ALERT`: The caller who initiates the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`: The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom or Conference. For example, a caller calls to IVR (6400), and dials extension number 2000, then the `call_path` will return "6400".

Inbound_Info

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiates the call is in the ringback state.

Parameter	Type	Description
		• `RING`: The callee is in the ringing state. • `ANSWERED`: The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom or Conference. For example, a caller calls to IVR (6400), and dials extension number 2000, then the `call_path` will return "6400".

Outbound_Info

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the outbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiates the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`: The call initiated by the caller has been answered.

Parameter	Type	Description
		• `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom or Conference. For example, a caller calls to IVR (6400), and dials extension number 2000, then the `call_path` will return "6400".

Examples

Request example

Query the information of a specific call with the call id.

```
GET /openapi/v1.0/
call/query?access_token=bKLJMkg5taCtUEdDy7MmLZfRXqiDEboh&call_id=1650012665
.266 HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "call_id": "1650012665.266",
            "members": [
                {
                    "extension": {
```

```
                        "number": "2000",
                        "channel_id": "PJSIP/2000-0000008a",
                        "member_status": "ANSWERED",
                        "call_path": ""
                    }
                },
                {
                    "outbound": {
                        "from": "2000",
                        "to": "1003",
                        "trunk_name": "test-peer-trunking",

  "channel_id": "PJSIP/trunk-test-peer-trunking-endpoint-0000008b",
                        "member_status": "ANSWER",
                        "call_path": ""
                    }
                }
            ]
        }
    ]
}
```


Make a Call

You can initiate multiple types of call through the interface.

Supported types of call

Caller	Callee
Extension	• Extension number • IVR number • Call Flow number • Ring Group number • Queue number • Paging Group number • Conference number • External number
IVR	• External number
Ring Group	• External number
Queue	• External number
External number	• External number

Background information

The API interface is restricted by the dial permission of the caller.

Make internal call

If the callee is an extension number, and the caller is not allowed to view the callee (set in the **Client Permission** on the PBX), then the call would fail and trigger a (30015) Call Failure Report event.

Make external call

If the callee is an external number, and the caller has no outbound call permission, then the call would fail and trigger a (30015) Call Failure Report event.

> **Note:**
> In this case, you can use the `dial_permission` parameter to make the call with the dial permission of other extensions.

Request URL

```
POST {base_url}/{api_path}/call/dial?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
caller	Yes	String	The caller number.
callee	Yes	String	The callee number.
dial_permission	No	String	Enter an extension number that has the desired dial permission. **Note:** • If the `callee` is an extension invisible to the `caller`, you should enter an extension number that can view the `callee`. • If the `callee` is an external number, and the `caller` has no outbound call permission, you should enter an extension number that has the outbound call permission.

Parameter	Required	Type	Description
auto_answer	No	String	If `caller` is an extension number, you can decide whether to auto answer the call to callee. **Note:** This setting only takes effect on the IP phones that support auto answer feature. **Valid value**: • `yes` • `no` (Default)

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Extension 1005 uses the outbound call permission of extension 2002 to call an external number 5503301.

```
POST /openapi/v1.0/call/dial?access_token=4aR4RzkFGEfIvGDJVbAd4vEWg6NtoWog
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "caller": "1005",
```

```
    "callee": "5503301",
    "dial_permission": "2002",
    "auto_answer": "yes"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1650095575.872"
}
```

Accept a Call

Accept an inbound call through the interface.

Background information

If **Control Inbound Call** is enabled for a specific trunk on PBX web portal, PBX will send an (30016) Incoming Call Request event to the third-party application when an inbound call through the trunk is received. In this call phase, the third-party application has 10 seconds to decide whether to accept the call via the interface.

> **Important:**
> Calling this interface after the specified time would NOT take effect, i.e. if there is no response from the third-party application within 10 seconds, the PBX will accept and route the call to the destination of originated inbound route, and the interface will not take effect.

Prerequisites

You have enabled the **Control Inbound Call** feature for the desired trunk. For more example, see Enable Yeastar P-Series PBX System API.

Request URL

```
POST {base_url}/{api_path}/call/accept_inbound?access_token={access_token}
```

Request parameters

Table 356.

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the inbound call. **Note:** You can obtain the call channel ID in the (30016) Incoming Call Request event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

```
POST /openapi/v1.0/
call/accept_inbound?access_token=HLu2doEoDZpYcOqlvbCIzsbdD090Uo24 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/trunk-test-peer-trunking-endpoint-0000008f"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648627871.65"
}
```

Refuse a Call

Refuse an inbound call through the interface.

Background information

If **Control Inbound Call** is enabled for a specific trunk on PBX web portal, PBX will send an (30016) Incoming Call Request event to the third-party application when an inbound call through the trunk is received. In this call phase, the third-party application has 10 seconds to decide whether to accept the call via the interface.

> **Important:**
> Calling this interface after the specified time would NOT take effect, i.e. if there is no response from the third-party application within 10 seconds, the PBX will accept and route the call to the destination of originated inbound route, and the interface will not take effect.

Prerequisites

You have enabled the **Control Inbound Call** feature for the desired trunk. For more example, see Enable Yeastar P-Series PBX System API.

Request URL

```
POST {base_url}/{api_path}/call/refuse_inbound?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the inbound call. **Note:**

Parameter	Required	Type	Description
			You can obtain the call channel ID in the (30016) Incoming Call Request event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

```
POST /openapi/v1.0/
call/refuse_inbound?access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/trunk-test-peer-trunking-endpoint-00000091"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1650780369.279"
}
```

Monitor a Call

If call monitoring is allowed for extensions, the third-party application can monitor a call on a specific extension using another extension.

Prerequisite

The monitored extension should be allowed to be monitored (set in the **Extension > Features > Call Monitor** on the PBX), otherwise the API call would not take effect.

Supported monitoring modes

The third-party application can monitor a call via the API interface in the following ways:

Call listening

The monitor can listen in on a call in real time, but can NOT talk with either party.

Call whispering

The monitor can listen in on a call in real time, and directly talk with the monitored extension without being heard by the other party.

Call barging

The monitor can listen in on a call in real time, and talk with both parties.

Request URL

```
POST {base_url}/{api_path}/call/listen?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
monitor	Yes	String	The monitor's extension number.
channel_id	Yes	String	The call channel ID of the monitored extension during a call. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.
type	Yes	String	Monitor mode. **Valid value**:

Parameter	Required	Type	Description
			• `listen` • `whisper` • `barge`

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Extension 2008 listens in on the call of extension 2000.

```
POST /openapi/v1.0/
call/listen?access_token=LymgRxH3mFJmIU7M5QR2MUlTo69RclR5 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "monitor": "2008",
    "channel_id":"PJSIP/2000-00000114",
    "type": "listen"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
```

```
    "errmsg": "SUCCESS",
    "call_id": "1650094666.549"
}
```

Hold a Call

Hold an active call.

Request URL

```
POST {base_url}/{api_path}/call/hold?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that wants to hold the call. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Extension 1005 and extension 1009 are in a call, and extension 1005 holds the call.

```
POST /openapi/v1.0/call/hold?access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/1005-00000023"
 }
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648627871.65"
}
```

Resume a Call

Resume a held call.

Request URL

```
POST {base_url}/{api_path}/call/unhold?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that holds the call. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Extension 1005 resumes a held call.

```
POST /openapi/v1.0/
call/unhold?access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/1005-00000023"
 }
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648627871.65"
}
```

Mute a Call

Mute a specific member in an active call.

Request URL

```
POST {base_url}/{api_path}/call/mute?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member to be muted. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Mute extension 1009 in a call.

```
POST /openapi/v1.0/call/mute?access_token=PMi3lHD1Pe4nczkW15K1BSbhH8oPk48v
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/1009-00000065"
```

```
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648703780.185"
}
```

Unmute a Call

Unmute a specific member in an active call.

Request URL

```
POST {base_url}/{api_path}/call/unmute?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that is muted. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message.

Parameter	Type	Description
		• `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Unmute extension 1009 in a call.

```
POST /openapi/v1.0/
call/unmute?access_token=PMi3lHD1Pe4nczkW15K1BSbhH8oPk48v HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/1009-00000065"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648703780.185"
}
```

Park a Call

Park an active call to a specific parking slot.

Request URL

```
POST {base_url}/{api_path}/call/park?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the parked party. **Note:**

Parameter	Required	Type	Description
			You can obtain the call channel ID in the (30011) Call State Changed event.
parking_slot	No	String	Specify a parking slot number to park the call. **Note:** If this parameter is left blank, the system will automatically assign an idle parking slot number.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.
parking_slot	String	Parking slot number, the call was parked to this parking slot.

Examples

Request example

Park the call between extension 2005 and extension 2008 to a parking slot 6000, in which the parked party is 2005.

```
POST /openapi/v1.0/call/park?access_token=5PqRn8K4vQdOjCa1lu0ppX6ZwREXicCW
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/2005-00000081",
    "parking_slot": "6000"
```

```
}
```

Response example

The call is parked, the parked party 2005 is on hold, and the extension 2008 hears a prompt that informs the call parking slot number.

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1651497945.90",
    "parking_slot": "6000"
}
```

Retrieve a parked call

To retrieve a parked call, you can use the API request `call/dial` to dial the call parking slot number.

For more information, see Make a Call.

Query Parked Calls

Query the information of parked calls, including the parker number, parked number, parking slot number, and allowed call parking time.

Request URL

```
GET {base_url}/{api_path}/call/park_status?access_token={access_token}
```

Request parameters

No request parameters. Send the request URL directly to query the information of parked calls.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
data	Array<ParkInfos>	The information for parked calls.

ParkInfos

Table 357.

Parameter	Type	Description
parker	String	The extension number that requests call parking.
parked_party	String	The parked number.
parking_slot	String	Parking slot number, the call is parked to this parking slot.
park_time	Integer	The time that a call can be parked before it is retrieved.
channel_id	String	The channel ID of the parked party.

Examples

Request example

```
GET /openapi/v1.0/
call/park_status?access_token=g4lWdVXylJkWda917o7bjPqCAa4dVZAh HTTP/1.1
Host: 192.168.5.150:8088
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "data": [
        {
            "parker": "2008",
            "parked_party": "2010",
```

```
            "parking_slot": "6000",
            "park_time": 60,
            "channel_id": "PJSIP/2010-000000a4"
        },
        {
            "parker": "2005",
            "parked_party": "5503301",
            "parking_slot": "6001",
            "park_time": 60,

  "channel_id": "PJSIP/trunk-test-peer-trunking-endpoint-000000a7"
        }
    ]
}
```

Forward an Incoming Call to Voicemail

Forward an incoming call to the voicemail of either the called party's own extension or another specified extension.

Request URL

```
POST {base_url}/{api_path}/
call/directly_forward_to_voicemail?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
callee_channel	Yes	String	The call channel ID of the callee. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.
number	Yes	String	The target extension number. The call will be forward to the extension's voicemail.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.

Parameter	Type	Description
		• `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

```
POST /openapi/v1.0/
call/directly_forward_to_voicemail?access_token=EQRuteleNDuN2q914CvJ07ua25Q
o84uu HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "callee_channel": "PJSIP/1001-00000076",
    "number": "1000"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1758505980.197"
}
```

Transfer a Call

During a call, transfer the call to a third-party.

Supported methods

The API interface can implement the following types of call transfer:

Blind transfer

Transfer a call to a third-party recipient immediately according to the request parameter settings.

Attended transfer

Before a call is transferred, the third-party recipient will be consulted whether to accept the transferred call. You need to call the transfer API twice to achieve attended transfer.

1. Initiate an attended transfer call with the third-party recipient.
2. Execute the attended transfer operation.

Request URL

```
POST {base_url}/{api_path}/call/transfer?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
type	Yes	String	Call transfer type. **Valid value**: • `blind`: Blind transfer. • `attended`: Attended transfer.
channel_id	Yes	String	The call channel ID of each member during the call. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event. • For **blind transfer**, enter the call channel ID of the member to be transferred. E.g. A and B are in a call, and A is redirected to C via blind transfer. In this case, you should enter the call channel ID of A. • For **attended transfer**, enter the call channel ID of the transferor. E.g. A and B are in a call, and B redirects A to C via attended transfer. In this case, you should enter the call channel ID of B.
number	No	String	The target number to which the call will be transferred.

Parameter	Required	Type	Description
			Note: This parameter is required when performing blind transfer, and initiating an attended transfer call.
dial_permission	No	String	Enter the extension number of the transferor. **Note:** • This parameter is **REQUIRED** when performing blind transfer, and initiating an attended transfer call. • Make sure the extension has the desired dial permission. ◦ If the `number` is an extension number, and you want the API interface to follow the extension visibility permission set by **Client Permission** on the PBX, you must enter an extension number that can view the `number`. ◦ If the `number` is an external number, and the member to be transferred (blind transfer) or the transferor (attended transfer) has no outbound call permission, you should enter an extension number that has the outbound call permission.
attended_operate	No	String	The operation of attended transfer. **Note:** This parameter is required when operate the established attended transfer call. **Valid value**: • `abort`: Cancel the call transfer. • `complete`: Confirm the call transfer. • `threeway`: Invite the third-party to join the call. • `swap`: Swap the call between the second-party and the third-party.

Parameter	Required	Type	Description
			E.g. A and B are in a call, B performs attended transfer to transfer the call to C, A will be held. B can swap the call to talk with A.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Example – Blind Transfer

Extension 2000 and extension 2005 are in a call, and the extension 2000 is redirected to extension 2008 via blind transfer.

Request example

```
POST /
openapi/v1.0/call/transfer?access_token=X5rj5m5f49u3hyf0aJbqirYJPUeZoI0D
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "type": "blind",
    "channel_id": "PJSIP/2000-000000ae",
    "number": "2008"
  }
```

Response example

```
HTTP/1.1 200 OK
```

```
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1650029138.338"
}
```

Example – Attended Transfer

Extension 2000 and extension 2005 are in a call, and the extension 2005 redirects the call to an external number 5503301 via attended transfer.

Request example

Step 1. Initiate an attended transfer call to external number 5503301.

```
POST /
openapi/v1.0/call/transfer?access_token=X5rj5m5f49u3hyf0aJbqirYJPUeZoI0D
 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "type": "attended",
    "channel_id": "PJSIP/2005-000000a6",
    "number": "5503301",
    "dial_permission":"2005"
}
```

Step 2. Confirm the attended transfer.

```
POST /openapi/v1.0/
call/transfer?access_token=LqTflGXS6TTTtMQBfaFQo1GybUv2d9wI HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "type": "attended",
    "channel_id": "PJSIP/2005-000000a6",
    "attended_operate":"complete"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1650028408.320"
```

```
}
```

Invite a member to a Call

Invite a member to an established call.

Restriction

Up to 9 members are supported to be on a call simultaneously.

Request URL

```
POST {base_url}/{api_path}/call/add_member?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that wants to invite another member. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.
number	Yes	String	The number of the invited party. **Note:** Only one member can be invited every time the API interface is called.
dial_permission	No	String	Enter an extension number that has the desired dial permission. **Note:** • If the `number` is an extension number, and you want the API interface to follow the extension visibility permission set by **Client Permission** on the PBX, you must enter an extension number that can view the `number`. • If the `number` is an external number, and the member that initiates the invitation has

Parameter	Required	Type	Description
			no outbound call permission, you should enter an extension number that has the outbound call permission.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Extension 2005 uses the outbound call permission of extension 2002 to invite an external member 13900000002 to an established call.

```
POST /openapi/v1.0/
call/add_member?access_token=iT5jNGS42RRrbsr0dRz18dDN2cZtcYTz HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/2005-0000007c",
    "number": "13900000002",
    "dial_permission": "2002"
}
```

Response example

```
HTTP/1.1 200 OK
```

```
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648717570.188"
}
```

Play Prompt

Play custom prompts to a specific number, such as an extension number, a paging/intercom group or an external number.

Request URL

```
POST {base_url}/{api_path}/call/play_prompt?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
number	Yes	String	The target number that will receive the prompt.
prompts	Yes	Array<String>	The name of audio file(s) that will be played. **Note:** • Only supports to play the audio files in the **Custom Prompt**. • Do NOT include the file extension `.wav`, `.mp3`, or `.gsm`; Use a comma to separate multiple audio files. Example: `["test_prompt1","test_prompt2"]`.
count	No	Integer	The frequency of playing audio files.
dial_permission	No	String	If the `number` is an external number, you should enter an extension number that has outbound call permission.
auto_answer	No	String	Decide whether the phone would auto answer the call. **Note:** This setting only takes effect on the IP phones that support auto answer feature.

Parameter	Required	Type	Description
			Valid value: • `yes` • `no` (Default)
volume	No	Integer	The playback volume. **Valid value**: 0-20

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of the call.

Examples

Request example

Play audio prompts to extension 2000.

```
POST /openapi/v1.0/
call/play_prompt?access_token=X8Mjlm9aQvyOnnSAbGJWtrOFmGpkz046 HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "number": "2000",
    "prompts": ["test_prompt1","test_prompt2"],
    "count": 1 ,
    "auto_answer": "yes",
    "volume": 20
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1720428856.000010"
}
```

Hang up a Call

Hang up a specific call.

Request URL

```
POST {base_url}/{api_path}/call/hangup?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	No	String	The call channel ID of the member to be hung up. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.
paging_number	No	String	The paging number to be hung up. **Note:** This parameter is required when the third-party application wants to hang up a paging call or an intercom call.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed.

Parameter	Type	Description
		Note: You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Hang up the call of extension 1005.

```
POST /openapi/v1.0/
call/hangup?access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/1005-00000023"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648627871.65"
}
```

Start Call Recording

Start to record during a call.

Request URL

```
POST {base_url}/{api_path}/call/record_start?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that wants to record the call. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

During a call, extension 2002 starts call recording.

```
POST /openapi/v1.0/
call/record_start?access_token=FOSUNQ8t3J24xiCgszfPRG0PxjUfsb8p HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/2002-00000076"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648717816.195"
}
```

Pause Call Recording

Pause the call recording to avoid sensitive information being recorded.

Request URL

```
POST {base_url}/{api_path}/call/record_pause?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that want to pause the call recording. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Parameter	Type	Description
call_id	String	The unique ID of each call.

Examples

Request example

Extension 2002 pauses the call recording.

```
POST /openapi/v1.0/
call/record_pause?access_token=FOSUNQ8t3J24xiCgszfPRG0PxjUfsb8p HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/2002-00000076"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648717816.195"
}
```

Resume Call Recording

Resume a paused call recording.

Request URL

```
POST {base_url}/{api_path}/call/record_unpause?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
channel_id	Yes	String	The call channel ID of the member that wants to resume the call recording. **Note:** You can obtain the call channel ID in the (30011) Call State Changed event.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
call_id	String	The unique ID of each call.

Examples

Request example

Extension 2002 resumes the paused call recording.

```
POST /openapi/v1.0/
call/record_unpause?access_token=FOSUNQ8t3J24xiCgszfPRG0PxjUfsb8p HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
    "channel_id": "PJSIP/2002-00000076"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS",
    "call_id": "1648717816.195"
}
```

uaCSTA Call Control APIs

uaCSTA - Accept a Call

Accept a call by uaCSTA control.

Prerequisites

Yeastar P-Series PBX System supports uaCSTA connection with specific Yealink and Fanvil IP phones to realize uaCSTA control feature.

To perform the uaCSTA control operations for IP phones, make sure the following requirements are met.

- Use a specific Yealink or Fanvil IP phone that work for Yeastar uaCSTA.
- The uaCSTA feature on the IP phone and the PBX are both enabled. To enable the uaCSTA feature, see the following topics:
  - How to enable uaCSTA feature on Yealink IP phone and PBX.
  - How to enable uaCSTA feature on Fanvil IP phone and PBX

Request URL

```
POST {base_url}/{api_path}/uacsta_call/accept?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
extension	Yes	String	The extension that you want to control.
call_id	Yes	String	The unique ID of each uaCSTA call. **Note:** You can obtain the call ID of a uaCSTA call from (30020) uaCSTA Call Report event.
ip_address	Yes	String	The IP address and SIP port of the IP phone where the extension is registered. E.g: `192.168.5.2:5060`.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Accept an incoming call of extension 2000 by uaCSTA control.

```
POST /openapi/v1.0/
uacsta_call/accept??access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "extension": "2000",
  "call_id": "32787",
  "ip_address": "192.168.5.2:5060"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

uaCSTA - Refuse a Call

Refuse a call by uaCSTA control.

Prerequisites

Yeastar P-Series PBX System supports uaCSTA connection with specific Yealink and Fanvil IP phones to realize uaCSTA control feature.

To perform the uaCSTA control operations for IP phones, make sure the following requirements are met.

- Use a specific Yealink or Fanvil IP phone that work for Yeastar uaCSTA.
- The uaCSTA feature on the IP phone and the PBX are both enabled. To enable the uaCSTA feature, see the following topics:
  - How to enable uaCSTA feature on Yealink IP phone and PBX.
  - How to enable uaCSTA feature on Fanvil IP phone and PBX

Request URL

```
POST {base_url}/{api_path}/uacsta_call/refuse?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
extension	Yes	String	The extension that you want to control.
call_id	Yes	String	The unique ID of each uaCSTA call. **Note:** You can obtain the call ID of a uaCSTA call from (30020) uaCSTA Call Report event.
ip_address	Yes	String	The IP address and SIP port of the IP phone where the extension is registered. E.g: `192.168.5.2:5060`.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:**

Parameter	Type	Description
		You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Refuse an incoming call of extension 2000 by uaCSTA control.

```
POST /openapi/v1.0/
uacsta_call/refuse?access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "extension": "2000",
  "call_id": "32787",
  "ip_address": "192.168.5.2:5060"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

uaCSTA - Hang up a Call

Hang up a call by uaCSTA control.

Prerequisites

Yeastar P-Series PBX System supports uaCSTA connection with specific Yealink and Fanvil IP phones to realize uaCSTA control feature.

To perform the uaCSTA control operations for IP phones, make sure the following requirements are met.

- Use a specific Yealink or Fanvil IP phone that work for Yeastar uaCSTA.
- The uaCSTA feature on the IP phone and the PBX are both enabled. To enable the uaCSTA feature, see the following topics:
  - How to enable uaCSTA feature on Yealink IP phone and PBX.
  - How to enable uaCSTA feature on Fanvil IP phone and PBX

Request URL

```
POST {base_url}/{api_path}/uacsta_call/hangup?access_token={access_token}
```

Request parameters

Parameter	Required	Type	Description
extension	Yes	String	The extension that you want to control.
call_id	Yes	String	The unique ID of each uaCSTA call. **Note:** You can obtain the call ID of a uaCSTA call from (30020) uaCSTA Call Report event.
ip_address	Yes	String	The IP address and SIP port of the IP phone where the extension is registered. E.g: `192.168.5.2:5060`.

Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. • `0`: Succeed. • Non-zero value: Failed. **Note:** You can check the error code and error message in Error Code and Error Message.
errmsg	String	Returned message. • `SUCCESS`: Succeed. • `FAILURE`: Failed.

Examples

Request example

Hang up the call of extension 2000 by uaCSTA control.

```
POST /openapi/v1.0/
uacsta_call/hangup?access_token=Ey7Ty0kL7bpOfPHgpJH2Qq4ozMvU4IEs HTTP/1.1
Host: 192.168.5.150:8088
Content-Type: application/json
{
  "extension": "2000",
  "call_id": "32786",
  "ip_address": "192.168.28.2:5060"
}
```

Response example

```
HTTP/1.1 200 OK
{
    "errcode": 0,
    "errmsg": "SUCCESS"
}
```

API Events

(30005) Organization Status Switch State Changed

When the organization feature status is changed, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Org_Info>	The current status of the organization feature.

Org_Info

Parameter	Type	Description
org_status	Integer	The feature status organization. • `0`: Disabled. • `1`: Enabled.
show_root_org	String	The feature status of **show root organization**. • `0`: Hide the root organization. • `1`: Show the root organization.
sn	String	PBX's serial number.

Report example

The organization feature is enabled, and the root organization is displayed.

```
{
    "type": 30005,
    "sn": "3631A2124XXX",
    "msg": "{"org_status":1,"show_root_org":1,"sn":"3631A2124XXX"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30006) Organization Structure Changed

When the organization configuration is changed, the PBX will send a event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Org_Config>	The detailed information of the changed organization configurations.

Org_Config

Parameter	Type	Description
id_list	Array<Integer>	The ID list of the organizations that have been changed.
action	String	The change information. • `create`: A new organization has been created. • `update`: The organization has been edited. • `delete`: The organization is deleted. • `update_order`: The order of the organization has been changed. • `update_extension`: The extensions in the organization have been changed.
sn	String	PBX's serial number.

Report examples

An organization is created.

```
{
    "type": 30006,
    "sn": "3631A2124XXX",
    "msg": "{"id_list":[16],"action":"create","sn":"3631A2124XXX"}"
}
```

The order of the organization is moved up.

```
{
    "type": 30006,
    "sn": "3631A2124XXX",
    "msg": "{"id_list":[10],"action":"update_order","sn":"3631A2124XXX"}"
}
```

A new extension is added into the organization.

```
{
    "type": 30006,
    "sn": "3631A2124XXX",
    "msg":
 "{"id_list":[1,10],"action":"update_extension","sn":"3631A2124XXX"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30007) Extension Registration Status Changed

When the extension registration status, including the registration status on SIP endpoints and Linkus UC Clients, is changed, the PBX will send an event report to the third-party application.

Prerequisites

You have enabled the **Registration Status Monitor** feature for the desired extensions. For more information, see Enable Yeastar P-Series PBX System API.

Report parameters

Table 358.

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Ext_RegInfo>	The detailed information of the extension registration status.

Ext_RegInfo

Table 359.

Parameter	Type	Description
extension	String	Extension number.
kind	String	The endpoint where the extension is registered. • `Sip`: SIP endpoint, including IP phone, softphone, etc. • `Mobile`: Linkus Mobile Client. • `Desktop`: Linkus Desktop Client. • `Web`: Linkus Web Client. • `Pad`: Linkus Pad Client (SDK).
status	String	The registration status of the extension. • `Registered`: The extension is registered/logged in. • `Unregistered`: The extension is unregistered/logged out.

Table 359. (continued)

Parameter	Type	Description
registered_ip	String	The IP address of the device where the extension is registered to.

Report examples

Extension 2010 logs in to the Linkus Mobile Client.

```
{
    "type": 30007,
    "sn": "3631A2124XXX",
    "msg":
 "{"extension":"2010","kind":"Mobile","status":"Registered","registered_ip"
:"223.104.45.163"}"
}
```

Extension 2008 logs out from the Linkus Web Client.

```
{
    "type": 30007,
    "sn": "3631A2124XXX",
    "msg":
 "{"extension":"2008","kind":"Web","status":"Unregistered","registered_ip":
"192.168.5.53"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30008) Extension Call State Changed

When the extension call status is changed, the PBX will send an event report to the third-party application.

Prerequisites

You have enabled the **Call Status Monitor** feature for the desired extensions. For more information, see Enable Yeastar P-Series PBX System API.

Report parameters

Table 360.

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Ext_CallStatus>	The change information of extension call status.

Ext_CallStatus

Table 361.

Parameter	Type	Description
extension	String	Extension number.
status	String	The current call status of extension. • `Ringing`: The extension receives an incoming call and is in the ringing state. • `Busy`: The extension is placing a call or talking in a call. • `Idle`: The extension is in idle state.

Report examples

Extension 2002 is ringing.

```
{
    "type": 30008,
    "sn": "3631A2124XXX",
    "msg": "{"extension":"2002","status":"Ringing"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30009) Extension Presence State Changed

When the extension presence status is changed, the PBX will send an event report to the third-party application.

Prerequisites

You have enabled the **Presence Status Monitor** feature for the desired extensions on the PBX. For more information, see Enable Yeastar P-Series PBX System API.

Report parameters

Table 362.

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Ext_Presence>	The current presence status of the extension.

Ext_Presence

Table 363.

Parameter	Type	Description
extension	String	Extension number.
status	String	The current presence status of extension. • `available`: Available. • `away`: Away. • `business_trip`: Business Trip • `do_not_disturb`: Do Not Disturb (DND). • `lunch`: Lunch Break. • `off_work`: Off Work.

Report examples

The presence of extension 2005 is changed to "Business Trip".

```
{
    "type": 30009,
    "sn": "3631A2124XXX",
    "msg": "{"extension":"2005","status":"business_trip"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30010) Trunk Registration State Changed

When the trunk registration status is changed, the PBX will send an event report to the third-party application.

Report parameters

Table 364.

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Trunk_RegInfo>	The detailed information of the trunk registration status.

Trunk_RegInfo

Table 365.

Parameter	Type	Description
trunk_name	String	Trunk name.
kind	String	Trunk type. • `GSM`: GSM trunk. • `E1`: E1 trunk. • `BRI`: BRI trunk. • `FXO`: FXO trunk. • `PJSIP`: SIP trunk.
status	Integer	Trunk status.
registered_ip	String	The IP address and port where the trunk is registered to.

Trunk status

Table 366.

Status	Description
0	Unknown status.
1	The trunk is Idle.
2	The trunk is Busy.
3	The SIP trunk is idle and unmonitored.

Table 366. (continued)

Status	Description
4	The SIP trunk is registering.
5	The GSM trunk is registering.
11	FXO trunk failure.
12	No PSTN line plugged in FXO interface.
21	The E1/BRI trunk is unavailable due to incorrect protocol layer configuration.
22	E1/BRI trunk failure caused by malfunction in the interface/module.
23	The E1/BRI trunk is unavailable as no trunk plugged in.
31	GSM module failure.
32	GSM trunk module is powered off.
33	No SIM card inserted in GSM module.
34	GSM trunk has no signal.
35	GSM trunk PIN error.
36	GSM cellular network registration failure.
41	SIP register trunk registration failed.
42	The SIP trunk is unreachable.
43	The SIP account trunk is unavailable.
44	The SIP trunk is disabled.

Report examples

SIP peer trunk is idle.

```
{
    "type": 30010,
    "sn": "3631A2124XXX",
    "msg":
 "{"trunk_name":"peering","kind":"PJSIP","status":1,"registered_ip":"112.48
.19.183:18211"}"
}
```

Related information

[Monitor Events via WebSocket]
[Monitor Events via Webhook]

(30011) Call State Changed

The PBX will send the status information of all calls to the third-party application in real-time.

Prerequisites

If you want to monitor the call status on specific trunk, make sure you have enabled the **Call Status Monitor** feature for the desired trunks on PBX.

For more information, see Enable Yeastar P-Series PBX System API.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.

Members

Parameter	Type	Description
extension	Object<Extension_Info>	The information of the extensions.
inbound	Object<Inbound_Info>	The information of the inbound calls.
outbound	Object<Outbound_Info>	The information of the outbound calls.

Extension_Info

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.

Parameter	Type	Description
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Inbound_Info

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:**

Parameter	Type	Description
		This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Outbound_Info

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the outbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiates the call is in the ringback state. • `RING`: The callee is in the ringing state. • `EARLYMEDIA`: The callee is in the ringing state. **Note:** The PBX returns this call status when it receives a 183 message from the callee. • `ANSWERED`: The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Report example

Extension 2002 calls to an external number 5503301.

```
{
```

```
    "type": 30011,
    "sn": "3631A2124XXX",
    "msg": "
     {
         "call_id":"1648801160.110",
         "members":
          [
            {"extension":
               {
                  "number":"2002",
                  "channel_id":"PJSIP/2002-0000004f",
                  "member_status":"ANSWERED",
                  "call_path":" "
                }
             },
             {"outbound":
               {
                  "from":"2002",
                  "to":"5503301",
                  "trunk_name":"peer-to-41",
                  "channel_id":"PJSIP/trunk-peer-to-41-endpoint-00000050",
                  "member_status":"ANSWER",
                  "call_path":" "
                }
              }
           ]
        }"
}
```


Related information

[Monitor Events via WebSocket]
[Monitor Events via Webhook]

(30012) Call End Details Notification

When a call is ended, the PBX will send the CDR to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX serial number.

Parameter	Type	Description
msg	Object<Call_Details>	The detailed information of the call.

Call_Details

Parameter	Type	Description
call_id	String	The unique ID of each call.
time_start	String	The time the call was made or received.
call_from	String	The caller's number.
call_to	String	The callee's number.
call_duration	Integer	The time between the call started and the call ended.
talk_duration	Integer	The time between the call answered and the call ended.
src_trunk_name	String	The call was received via which trunk.
dst_trunk_name	String	The call was sent out via which trunk.
pin_code	String	Trunk pin code.
status	String	Call status. • `ANSWERED`: The callee answered the call. • `NO ANSWER`: The callee didn't answer the call. • `BUSY`: The callee number is in busy state. • `VOICEMAIL`: The callee didn't answer the call, and received a new voicemail.
type	String	Call type. • `internal`: Internal call. • `inbound`: Inbound call. • `outbound`: Outbound call.
recording	String	The name of the call recording file.
did_number	String	The number that the caller dialed.
agent_ring_time	Integer	The ringing duration between the time when the call enters the queue and an agent answers the incoming call. (**Unit**: Second)
uid	String	The unique ID of the CDR.
call_note_id	String	The unique ID of the call note.
enb_call_note	Integer	Whether call note can be edited or not.

Parameter	Type	Description
		• `0`: Call note can not be edited. • `Non-zero value`: Call note can be edited.

Report example

Extension 2005 calls extension 2002.

```
{
  "type":30012,
  "sn":"3631A2124XXX",
  "msg":"{
           "call_id":"1651057476.362",
           "time_start":"2022-04-27 19:04:36",
           "call_from":"2005",
           "call_to":"2002",
           "call_duration":24,
           "talk_duration":21,
           "src_trunk_name":" ",
           "dst_trunk_name":" ",
           "pin_code":" ",
           "status":"ANSWERED",
           "type":"Internal",

 "recording":"20220427190445-1651057476.362-2005-2002-Internal.wav",
           "did_number":" ",
           "agent_ring_time": 0,
           "uid": "2024111913594421D77",
           "call_note_id":"20250307162604-15379",
           "enb_call_note":1
         }"
}
```

Related information

[Monitor Events via WebSocket]
[Monitor Events via Webhook]

(30013) Call Transfer Report

When an active call is transferred by an extension user, the PBX will send a Call Transfer report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.

Members

Table 367.

Parameter	Type	Description
extension	Object<Extension_Info>	The information of the extensions.
inbound	Object<Inbound_Info>	The information of the inbound calls.
outbound	Object<Outbound_Info>	The information of the outbound calls.

Extension_Info

Table 368.

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state.

Table 368. (continued)

Parameter	Type	Description
		• `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Inbound_Info

Table 369.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Outbound_Info

Table 370.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the outbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Report example

External number 5503303 calls extension 2002, and the call is transferred to another extension.

```
{
  "type":30013,
  "sn":"3631A2124XXX",
  "msg":"{
     "call_id":"1651056946.351",
     "members":[
         {
            "extension":{
                 "number":"2002",
                 "channel_id":"PJSIP/2002-000000ba",
                 "member_status":"ANSWER",
                 "call_path":" "
                         }
```

```
          },
          {
              "inbound":{
                  "from":"5503303",
                  "to":"2002",
                  "trunk_name":"test-peer-trunking",

 "channel_id":"PJSIP/trunk-test-peer-trunking-endpoint-000000b9",
                  "member_status":"ANSWERED",
                  "call_path":" "
                          }
           }
                     ]
              }"
}
```

Related information

[Monitor Events via WebSocket](#)
[Monitor Events via Webhook](#)

(30014) Call Forwarding Report

If Call Forwarding is enabled for an extension, when an incoming call to the extension is forwarded, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.

Members

Table 371.

Parameter	Type	Description
extension	Object<Extension_Info>	The information of the extensions.
inbound	Object<Inbound_Info>	The information of the inbound calls.
outbound	Object<Outbound_Info>	The information of the outbound calls.

Extension_Info

Table 372.

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom or Conference.

Inbound_Info

Table 373.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.

Table 373. (continued)

Parameter	Type	Description
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Outbound_Info

Table 374.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the outbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established.

Table 374. (continued)

Parameter	Type	Description
		Note: This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Report example

Extension 2000 calls extension 2002, and the call is forwarded to another number.

```
{
    "type": 30014,
    "sn": "3631A2124XXX",
    "msg": "{
        "call_id":"1650080643.447",
        "members":[
           {
              "extension":{
                     "number":"2000",
                     "channel_id":"PJSIP/2000-000000e0",
                     "member_status":"ALERT",
                     "call_path":" "
                              }
            }
                     ]
             }"
}
```

External number 5503301 calls extension 2002, and the call is forwarded to another number.

```
{
    "type": 30014,
    "sn": "3631A2124XXX",
    "msg": "{
            "call_id":"1650080369.440",
            "members":[
               {
                  "inbound":{
                      "from":"5503301",
                      "to":"2002",
                      "trunk_name":"test-peer-trunking",
```

```
 "channel_id":"PJSIP/trunk-test-peer-trunking-endpoint-000000dd",
                      "member_status":"ALERT",
                      "call_path":" "
                              }
                }
                       ]
            }"
}
```

Related information

[Monitor Events via WebSocket](#)
[Monitor Events via Webhook](#)

(30015) Call Failure Report

If failed to initiate a call, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
reason	String	Call failure reason. • `NO Dial Permission`: The extension/organization has no dial permission. • `NO Outbound Restrictin`: The extension has no outbound call permission. • `Circuit/channel congestion`: Engaged. The channel is in use. • `DND`: The callee enabled DND. • `Line Unreachable`: The external line is unreachable.

Parameter	Type	Description
		• `User Busy`: The callee declined the call. • `410 Gone`: Away. • `404 NOT found`: The callee number is not found. • `408 Request Time`: The call is not answered or the callee powers off. • `480 Temporatily Unavailable`: The call is not answered. • `484 Address incomplete`: Incorrect format of callee number. • `486 Busy here`: The callee is busy in a call. • `603 Declined`: The call is timed out.
members	Array<Members>	A list of information for different types of members during the call.

Members

Table 375.

Parameter	Type	Description
extension	Object<ExtensionInfo>	The information of the extensions.
inbound	Object<InboundInfo>	The information of the inbound calls.
outbound	Object<OutboundInfo>	The information of the outbound calls.

ExtensionInfo

Table 376.

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each members during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state.

Table 376. (continued)

Parameter	Type	Description
		• `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

InboundInfo

Table 377.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound calls.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

OutboundInfo

Table 378.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound calls.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Report example

Extension 2008 calls extension 2002, and extension 2002 refuses the call.

```
{
    "type": 30015,
    "sn": "3631A2124XXX",
    "msg": "{
          "call_id":"1651478097.79",
          "reason":"486 Busy Here",
          "members":[
               {
                  "extension":{
                         "number":"2002",
                         "channel_id":"PJSIP/2002-0000002e",
                         "member_status":"BYE",
                         "call_path":" "
                                 }
```

```
                 },
                {
                   "extension":{
                           "number":"2008",
                           "channel_id":"PJSIP/2008-0000002d",
                           "member_status":"ALERT",
                           "call_path":" "
                                  }
                 }
                       ]
                 }"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30016) Incoming Call Request

If a trunk is monitored, when an inbound call comes from the monitored trunk, the PBX will send an inbound call invitation report to the third-party application.

Prerequisites

You have enabled the **Control Inbound Call** feature for the desired trunks. For more information, see Enable Yeastar P-Series PBX System API.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.

Members

Table 379.

Parameter	Type	Description
inbound	Object<Inbound_Info>	The information of the inbound calls.

Inbound_Info

Table 380.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.

Report example

An inbound call from external number 5503301 is sent to extension 2002.

```
{
    "type": 30016,
    "sn": "3631A2124XXX",
    "msg": "{
      "call_id":"1648861726.280",
      "members":[
         {
            "inbound":{
                 "from":"5503301",
```

```
                    "to":"2002",
                    "trunk_name":"peer-to-41",
                    "channel_id":"PJSIP/trunk-peer-to-41-endpoint-000000b5",
                    "member_status":"ALERT",
                    "call_path":" "
                            }
            }
                    ]
            }"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30017) DTMF Digit Report

If a user enters DTMF digits during a call, the PBX will send an events report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.
info	String	A DTMF character.
flag	Integer	The sequence of DTMF. **Note:**

Parameter	Type	Description
		`flag` starts from digit 0. `0` indicates the first DTMF; 1 indicates the second DTMF, and so forth.
infos	String	A DTMF string.

Members

Table 381.

Parameter	Type	Description
extension	Object<Extension_Info>	The information of the extensions.
inbound	Object<Inbound_Info>	The information of the inbound calls.
outbound	Object<Outbound_Info>	The information of the outbound calls.

Extension_Info

Table 382.

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Inbound_Info

Table 383.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Outbound_Info

Table 384.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the outbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state.

Table 384. (continued)

Parameter	Type	Description
		• `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Report example

External number 13900000002 dials in an IVR, and dials digit 1.


```
{
    "type": 30017,
    "sn": "3631A2124XXX",
    "msg": "{
       "call_id":"1648865408.348",
       "members":[
          {
             "inbound":{
                 "from":"13900000002",
                 "to":"2002",
                 "trunk_name":"peer-to-41",
                 "channel_id":"PJSIP/trunk-peer-to-41-endpoint-000000e0",
                 "member_status":"ALERT",
                 "call_path":" "
                          }
            }
                   ],
          "info":"1",
          "flag":0,
          "infos":" "

             }"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30018) Prompt Playback Completed Report

After the audio prompt ends, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<Call_Info>	The detailed information of the calls.

Call_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array<Members>	A list of information for different types of members during the call.
prompt	String	The file name of the audio prompt.

Members

Table 385.

Parameter	Type	Description
extension	Object<Extension_Info>	The information of the extensions.
inbound	Object<Inbound_Info>	The information of the inbound calls.
outbound	Object<Outbound_Info>	The information of the outbound calls.

Extension_Info

Table 386.

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Inbound_Info

Table 387.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the inbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held.

Table 387. (continued)

Parameter	Type	Description
		• `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Outbound_Info

Table 388.

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.
trunk_name	String	The name of the trunk that passes the outbound call.
channel_id	String	The call channel ID of each member during the call.
member_status	String	The current call status of the member. • `ALERT`: The caller who initiate the call is in the ringback state. • `RING`: The callee is in the ringing state. • `ANSWERED`:The call initiated by the caller has been answered. • `ANSWER`: The callee has answered the call, and is in the talking state. • `HOLD`: The call is held. • `BYE`: The call is hung up.
call_path	String	The call path that indicates how the call is established. **Note:** This parameter returns the call path when the call passes through IVR, Call Flow, Queue, Ring Group, Paging/Intercom, or Conference.

Report example

Play a prompt to an external number.

```
{
    "type": 30018,
    "sn": "3631A2124XXX",
    "msg": "{
        "call_id":"1651803185.0",
        "members":[
            {
              "outbound":{
                        "from":"5503301",
                        "to":"1003",
                        "trunk_name":"test-peer-trunking",

 "channel_id":"PJSIP/trunk-test-peer-trunking-endpoint-00000000",
                        "member_status":"ANSWERED",
                        "call_path":" "
                            }
              }
                    ],
               "prompt":"Test"
                }"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30019) Satisfaction Survey Feedback

After the caller press DTMF digits for satisfaction survey, the PBX will send an event report to the third-party application.

Report parameters

Table 389.

Parameter	Type	Description
type	Integer	Event ID.
sn	String	The PBX's serial number.
msg	Object<Survey_Info>	The detailed information of satisfaction survey.

Survey_Info

Table 390.

Parameter	Type	Description
call_id	String	The unique ID of each call.
survey_result	String	The result of the customer satisfaction survey (The DTMF key pressed by the caller.).

Report example

A caller finished the satisfaction survey.

```
{
    "type": 30019,
    "sn": "3631A2124XXX",
    "msg": "{"call_id":"1648876393.439","survey_result":"1"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30020) uaCSTA Call Report

If an extension is registered on an IP phone, and the uaCSTA feature is enabled, the PBX will send an event report to the third-party application when the extension is ringing, or when the extension answer or refuse a call by uaCSTA feature.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object<uaCSTA_Info>	The detailed information of the uaCSTA calls.

uaCSTA_Info

Parameter	Type	Description
operation	String	The operation that is executed. • `call_start`: The extension is ringing.

Parameter	Type	Description
		• `call_answer`: The call is accepted using uaCSTA feature. • `call_over`: The call is hung up or refused using uaCSTA feature.
extension	String	The extension number that is controlled using uaCSTA feature.
call_id	String	The unique ID of each uaCSTA call. **Note:** When the uaCSTA feature is enabled, the system will automatically assign a uaCSTA call ID to each call.
ip_address	String	The IP address and SIP port of the IP phone where the extension is registered.

Report example

Extension 2000 receives a call on the registered IP phone.

```
{
     "type":30020,
     "sn":"3631A2124XXX",
     "msg":"{
              "operation":"call_start",
              "extension":"2000",
              "call_id":"32789",
              "ip_address":"192.168.28.2:5060"
             }"
}
```

Related information

[Monitor Events via WebSocket]
[Monitor Events via Webhook]

(30022) Extension Information Updated

When an extension is created, edited, or deleted, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
msg	Object<Ext_Config>	The detailed information of changed extension configurations.

Ext_Config

Parameter	Type	Description
ext_number	String	Extension number.
option	String	The change information. • `CREATE`: An extension is created. • `UPDATE`: The extension has been edited. • `DELETE`: The extension is deleted.

Report example

Extension 3355 is created.

```
{
    "type": 30022,
    "msg": "{"ext_number":"3355","option":"CREATE"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30023) Trunk Information Updated

When a trunk is created, edited, or deleted, the PBX will send an event report to the third-party application.

Report parameters

Table 391.

Parameter	Type	Description
type	Integer	Event ID.

Table 391. (continued)

Parameter	Type	Description
msg	Object<Trunk_Info>	The detailed information of changed trunk configuration.

Trunk_Info

Table 392.

Parameter	Type	Description
trunk_name	String	Trunk name.
option	String	The changed status. • `CREATE`: A trunk is created. • `UPDATE`: The trunk has been edited. • `DELETE`: The trunk is deleted.

Report example

Trunk "peer-trunking" is created.

```
{
    "type": 30023,
    "msg": "{"trunk_name":"peer-trunking","option":"CREATE"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30024) No-hosted Conference

When the host leaves an audio conference, the PBX sends an event report to the third-party application.

Report parameters

Table 393.

Parameter	Type	Description
type	Integer	Event ID.

Table 393. (continued)

Parameter	Type	Description
sn	String	PBX's serial number.
msg	Object<Detailed_Info>	The detailed information.

Detailed_Info

Table 394.

Parameter	Type	Description
conference_id	String	The unique ID of the audio conference.
host_num	String	The extension number of the host.

Report example

A host (extension 1000) left an audio conference.

```
{
    "type": 30024,
    "sn": "3631B0816581",
    "msg": "{"conference_id":"1659575640.0","host_num":"1000"}"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30025) Agent Automatic Pause

When an agent was automatically paused due to reaching the maximum number of missed calls, the PBX sends an event report to the third-party application.

Report parameters

Table 395.

Parameter	Type	Description
type	Integer	Event ID.
msg	Object<Detailed_Info>	The detailed information.

Detailed_Info

Table 396.

Parameter	Type	Description
queue_number	String	Queue number.
agent_number	String	The extension number of the agent who has been automatically paused.
calls	Array<Call_Info>	The list of accumulated missed calls.

Call_Info

Table 397.

Parameter	Type	Description
caller_number	String	Caller number.
call_id	String	The unique ID of the call.

Report example

An agent was automatically paused due to missed calls.

```
{
  "type": 30025,
  "msg": {
    "queue_number": "6402",
    "agent_number": "2010",
    "calls": [
      {
        "caller_number": "5003300",
        "call_id": "1713151497.32"
      },
      {
        "caller_number": "5003301",
        "call_id": "1713151475.26"
      }
    ]
  }
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30026) Agent Ringing Timeout

When a queue agent missed a call due to ringing timeout, the PBX will send an event report to the third-party application.

Report parameters

Table 398.

Parameter	Type	Description
type	Integer	Event ID.
msg	Object<Detailed_Info>	The detailed information.

Detailed_Info

Table 399.

Parameter	Type	Description
queue_number	String	Queue number.
agent_number	String	Agent's extension number.
caller_number	String	Caller number.
call_id	String	The unique ID of the call.

Report example

```
{
  "type": 30026,
  "msg": {
    "queue_number": "6402",
    "agent_number": "2010",
    "caller_number": "5503301",
    "call_id": "1713151497.32"
  }
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30027) Call Report Download Result

When data is retrieved asynchronously and the download URL of call report is generated, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
msg	Object<Detailed_Info>	The detailed information.

Detailed_Info

Parameter	Type	Description
key	String	Event name.
result	String	Result of the report download. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	Report filename.
download_resource_url	String	The call report download URL.
error	String	Returned error message.
download_id	Integer	The unique ID of the call report.

Report example

```
{
  "type": 30027,
  "msg": {
    "key": "report_download",
    "result": "success",
    "file": "Sep-Agent-Performance_detail.csv",
    "download_resource_url":
 "/api/download/Sep-Agent-Performance_detail.csv",
    "error": "",
    "download_id": 8
  }
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30028) Call Note Status Updated

When call note status changes during a call, PBX will send the event report to the third-party application to show whether call note is editable in the current call.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
msg	Object <Detailed_Info>	The detailed information.

Detailed_Info

Parameter	Type	Description
display	Integer	Whether the call note button is displayed. • `0`: Not displayed. The extension user has no access to the call note feature. • `1`: Displayed. The extension user has access to the call note feature.
trigger_call_note_popup	Integer	Whether the call note introduction popup has been triggered. • `0`: Not triggered. • `1`: Triggered.
sip_call_id	String	The unique ID of the call.
call_note_id	String	The unique ID of the call note.
group_id	String	The group ID of the call note.
ext_num	String	The extension number.
channel	String	The call channel ID of the extension during the call.

Report example

```
{
```

```
    "type": 30028,
    "msg": "{
      "display":1,
      "trigger_call_note_popup":1,
      "sip_call_id":"Dr0g057K.JEPBzH4FYKNZ60N7mgP5cD7",
      "call_note_id":"20250306093306-5E6B3",
      "group_id":"1741224782.220",
      "ext_num":"2001",
      "channel":"PJSIP/2001-0000001b"
     }"
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30029) Agent Status Changed

When agent status is changed, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object <Detailed_Info>	The detailed information.

Detailed_Info

Parameter	Type	Description
queue_number	String	Queue number.
agent_number	String	The extension number of the agent whose status has changed.
status	String	The current status.
reason	String	The reason why the agent status changed to pause.

Report example

```
{
```

```
    "type": 30029,
    "sn": "3631A2124788",
    "msg": {
        "queue_number": "queue-6402",
        "agent_number": "1002",
        "status": "Paused",
        "reason": "Lunch"
    }
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30030) Bulk Message Sending Failed

If any failure occurs during bulk messaging, whether partial or complete, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object <Detailed_Info>	The detailed information.

Detailed_Info

Parameter	Type	Description
task_id	Integer	The ID of the associated message campaign.
total	Integer	The total number of messages sent.
fail_count	Integer	The number of messages that failed to send.

Report example

```
{
    "type": 30030,
    "sn": "3631A2124788",
    "msg": {
        "task_id":203,
        "total":2,
```

```
        "fail_count":2
    }
}
```

Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30031) New Message Notification

When the third-party application receives an inbound message from a message channel forwarded through the PBX API, this event notification will be triggered.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object <Msg_Info>	The detailed information.

Msg_Info

Parameter	Type	Description
session_id	Integer	The unique ID of the message session.
msg_id	Integer	The unique ID of the message.
delivery_status	Integer	Message delivery status. • `0`: Sending. • `1`: Sent successfully. • `2`: Failed to send.
sender	Object<Sender_Info>	The information of the sender.
msg_type	Integer	The type of the message content. • `0`: User message. • `4`: Unsupported message type notification.
msg_body	String	Message content.

Parameter	Type	Description
msg_files	String	The information of attached files, which is returned as a JSON-formatted string. The string represents an array of `File_Info` objects. For more details, see the File_Info table.
send_time	Integer	The Unix timestamp (in seconds) when the message was sent.
param	String	Additional message-related parameters, which is returned as a JSON-formatted string.
send_error	String	The type of error that occurred when sending a message. • `invalid_webhook_request`: Invalid request. • `unsupported_callback_type`: Unsupported callback type. • `resource_not_found`: Resource not found. • `invalid_did_number`: Invalid DID number. • `auth_fail`: Authentication failed. • `auth_not_exit`: Authentication information does not exist. • `request_fail`: Request failed. • `send_fail`: Sending failed. • `exceeds_size_limit`: Message exceeded size limit. • `too_many_request`: Too many requests. • `unsupport_media_type`: Unsupported media type. • `invalid_param`: Invalid parameter. • `invalid_phone_number`: Invalid phone number. • `exceeds_time_limit`: Exceeded time limit. • `service_unavailable`: Third-party service unavailable. • `service_error`: Third-party service error. • `unknown_error`: Unknown error. • `template_not_exist`: WhatsApp template does not exist. • `msg_exceed`: WhatsApp message text exceeds the allowed limit.
send_error_msg	String	The error message returned by third-party services when message sending fails.
tag	String	The tag assigned to the Facebook message, indicating its category or purpose. • `ACCOUNT_UPDATE`: Account-related updates. • `CONFIRMED_EVENT_UPDATE`: Confirm event updates.

Parameter	Type	Description
		• `HUMAN_AGENT`: Message sent by a human agent. • `POST_PURCHASE_UPDATE`: Updates after a purchase.
receive_time	Integer	The Unix timestamp (in seconds) when the message was received.
whatsapp_msg_param	String	Parameters to be inserted into the WhatsApp message template, provided as a JSON-formatted string.
msg_kind	Integer	The category of the message. • `0`: Normal message. • `1`: WhatsApp template message.

Sender_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal extension user in the session.
user_no	String	The identifier of the user in the session. • For internal extension user, this parameter returns the extension number. • For Third-party message analytics platform, this parameter returns a fixed value `api`. • For external customer, this parameter returns the ID or phone number of the customer.
user_type	Integer	User type. • `1`: Extension user. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message campaign recipient. • `9`: Third-party message analytics platform (transmitted via API)
avatar	String	The ID of the user's avatar.
username	String	User name.

File_Info

Parameter	Type	Description
id	String	The ID of the file.
name	String	The name of the file.
uri	String	The URI for accessing the file.
type	String	File type.
size	Integer	File size (**Unit**: Byte).

Report example

```
{
    "type": 30031,
    "sn": "3631A2124788",
    "msg": {
              "session_id": 3089,
              "msg_id": 10325,
              "delivery_status": 1,
              "sender": {
                  "user_id": 0,
                  "user_no": "+86185509119001",
                  "user_type": 2,
                  "avatar": "",
                  "username": ""
               },
               "msg_type": 0,
               "msg_body": "When will my package arrive?",
               "msg_files": "",
               "send_time": 1758594826,
               "param": "",
               "send_error": "",
               "send_error_msg": "",
               "tag": "",
               "receive_time": 1758594826,
               "whatsapp_msg_param": "",
               "msg_kind": 0
       }
}
```

Related information

[Monitor Events via WebSocket]
[Monitor Events via Webhook]

(30032) Message Sending Result

When the third-party application sends a message through the PBX API and the delivery status changes, this event notification will be triggered.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object <Msg_Info>	The detailed information.

Msg_Info

Parameter	Type	Description
session_id	Integer	The unique ID of the message session.
msg_id	Integer	The unique ID of the message.
delivery_status	Integer	Message delivery status. • `0`: Sending. • `1`: Sent successfully. • `2`: Failed to send.
sender	Object<Sender_Info>	The information of the sender.
msg_type	Integer	The type of the message content. • `0`: User message. • `4`: Unsupported message type notification.
msg_body	String	Message content.
msg_files	String	The information of attached files, which is returned as a JSON-formatted string. The string represents an array of `File_Info` objects. For more details, see the File_Info table.
send_time	Integer	The Unix timestamp (in seconds) when the message was sent.
param	String	Additional message-related parameters, which is returned as a JSON-formatted string.
send_error	String	The type of error that occurred when sending a message.

Parameter	Type	Description
		• `invalid_webhook_request`: Invalid request. • `unsupported_callback_type`: Unsupported callback type. • `resource_not_found`: Resource not found. • `invalid_did_number`: Invalid DID number. • `auth_fail`: Authentication failed. • `auth_not_exit`: Authentication information does not exist. • `request_fail`: Request failed. • `send_fail`: Sending failed. • `exceeds_size_limit`: Message exceeded size limit. • `too_many_request`: Too many requests. • `unsupport_media_type`: Unsupported media type. • `invalid_param`: Invalid parameter. • `invalid_phone_number`: Invalid phone number. • `exceeds_time_limit`: Exceeded time limit. • `service_unavailable`: Third-party service unavailable. • `service_error`: Third-party service error. • `unknown_error`: Unknown error. • `template_not_exist`: WhatsApp template does not exist. • `msg_exceed`: WhatsApp message text exceeds the allowed limit.
send_error_msg	String	The error message returned by third-party services when message sending fails.
tag	String	The tag assigned to the Facebook message, indicating its category or purpose. • `ACCOUNT_UPDATE`: Account-related updates. • `CONFIRMED_EVENT_UPDATE`: Confirm event updates. • `HUMAN_AGENT`: Message sent by a human agent. • `POST_PURCHASE_UPDATE`: Updates after a purchase.
receive_time	Integer	The Unix timestamp (in seconds) when the message was received.
whatsapp_msg_param	String	Parameters to be inserted into the WhatsApp message template, provided as a JSON-formatted string.
msg_kind	Integer	The category of the message. • `0`: Normal message. • `1`: WhatsApp template message.

Sender_Info

Parameter	Type	Description
user_id	Integer	The ID of the internal extension user in the session.
user_no	String	The identifier of the user in the session. • For internal extension user, this parameter returns the extension number. • For Third-party message analytics platform, this parameter returns a fixed value `api`. • For external customer, this parameter returns the ID or phone number of the customer.
user_type	Integer	User type. • `1`: Extension user. • `2`: SMS user. • `3`: WhatsApp user. • `4`: Facebook user. • `5`: Live Chat user. • `8`: Message campaign recipient. • `9`: Third-party message analytics platform (transmitted via API)
avatar	String	The ID of the user's avatar.
username	String	User name.

File_Info

Parameter	Type	Description
id	String	The ID of the file.
name	String	The name of the file.
uri	String	The URI for accessing the file.
type	String	File type.
size	Integer	File size (**Unit**: Byte).

Report example

```
{
    "type": 30032,
    "sn": "3631A2124788",
```

```
    "msg": {
              "session_id": 3089,
              "msg_id": 10325,
              "delivery_status": 1,
              "sender": {
                  "user_id": 0,
                  "user_no": "api",
                  "user_type": 9,
                  "avatar": "",
                  "username": "Third-Party Message Analytics Platform
 (Transmitted via API)"
               },
               "msg_type": 0,
               "msg_body": "Your verification code is 846392. Please do not
 share this code with anyone.",
               "msg_files": "",
               "send_time": 1758594826,
               "param": "",
               "send_error": "",
               "send_error_msg": "",
               "tag": "",
               "receive_time": 1758594826,
               "whatsapp_msg_param": "",
               "msg_kind": 0
       }
}
```


Related information

Monitor Events via WebSocket
Monitor Events via Webhook

(30033) Recording Download Completed

When a recording file is successfully downloaded via the API in asynchronous mode, the PBX will send an event report to the third-party application.

Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object <Recording_Info>	The detailed information.

Recording_Info

Parameter	Type	Description
key	String	Event name.
result	String	Result of the recording download. • `SUCCESS`: Succeed. • `FAILURE`: Failed.
file	String	Recording file name.
download_resource_url	String	The recording download URL.
error	String	Returned error message.

Report example

```
{
    "type": 30033,
    "sn": "3631A2124788",
    "msg": {
        "key": "recording_download",
        "result": "success",
        "file": "20250819095658-1755568612.24-2192-2193-Internal.mp3",
        "download_resource_url":
 "/api/downloadattachment/Recording-X.20.0.X-download-20250822182917-Ib9fce
mxhk4X1RRj.mp3",
        "error": ""
     }
}
```

Related information

[Monitor Events via WebSocket]
[Monitor Events via Webhook]

API Scenarios

Hotel APIs

The integration of Yeastar P-Series PBX System and Hotel Property Management System (PMS) via API makes it possible for automating the transfer and synchronization of data between the two separate systems, so as to eliminate the need to manually duplicate information and facilitate the automation of routine administrative processes, such as room extension management, wake-up service, and checkout.

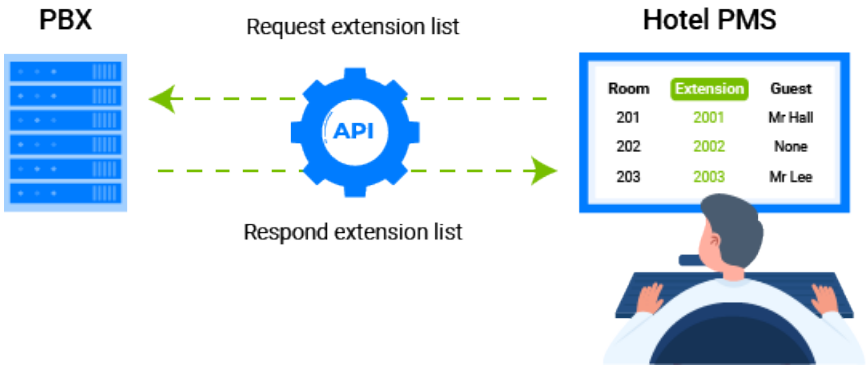
Room extension management

Hotel staffs assign each room an extension. When guests check in, the receptionist can update extension settings as needed. In this way, the receptionist can identify the caller and provide professional service when receiving a guest call, while the guests can enjoy PBX telephony features, such as free calls between hotel rooms, voicemail feature and so on.

Query extension list

1. When the receptionist checks room extensions on PMS, the system sends a request of querying extension list to PBX API.
2. After receiving the request, PBX sends extension list to PMS, then the receptionist can check room extensions.

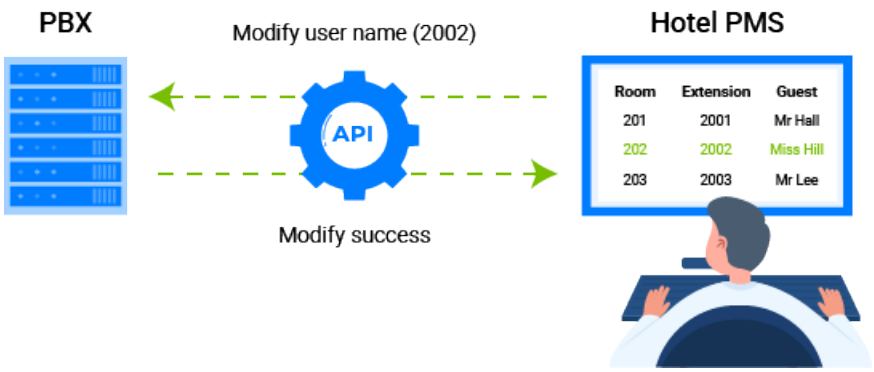
For more information about the API interface, see Query Extension List.



Update extension settings

1. When the receptionist enters guest's information on PMS, the system sends a request of updating extension settings to PBX API.
2. After receiving the request, PBX updates extension settings and responds result to PMS.

For information about the API interface, see Edit an Extension.



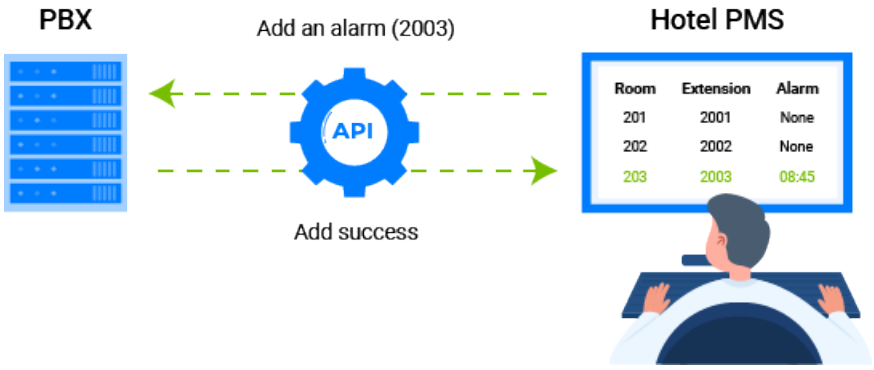
Wake-up call service

Receptionist can set a personal wake-up call on PMS based on guest's room number, date of stay, and wake-up demand. At the scheduled time, the system will call the guest and play the specified voice prompt when the guest answers the call.

Add an alarm

1. When the receptionist adds an alarm for a specific extension on PMS, the system sends a request of adding an alarm to PBX API.
2. After receiving the request, PBX enables an alarm for the specified extension, and responds result to PMS.

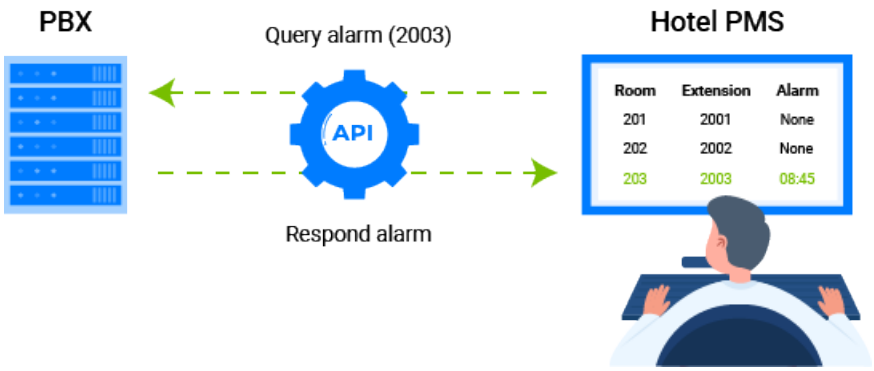
For more information about the API interface, see Add an Alarm.



Query an alarm

1. When the receptionist checks alarm settings for a specific extension on PMS, the system sends a request of querying an alarm to PBX API.
2. After receiving the request, PBX sends the corresponding alarm information to PMS, and the receptionist can view the alarm information.

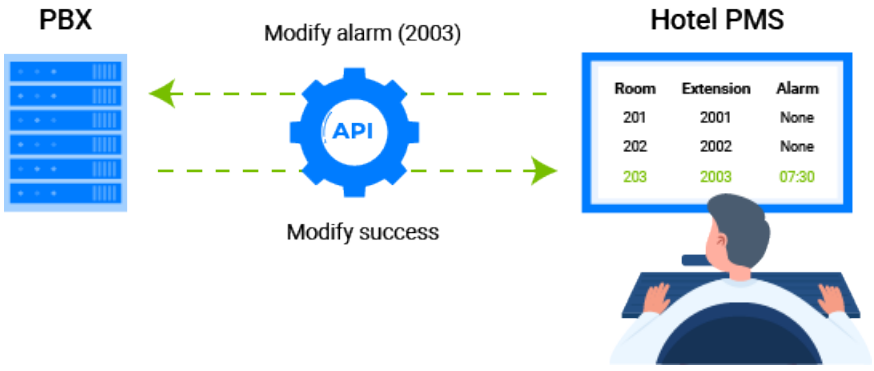
For more API interface, see Query Information of an Alarm.



Update an alarm

1. When the receptionist updates alarm settings for a specific extension on PMS, the system sends a request of updating an alarm to PBX API.
2. After receiving the request, PBX updates the extension's alarm settings, and responds result to PMS.

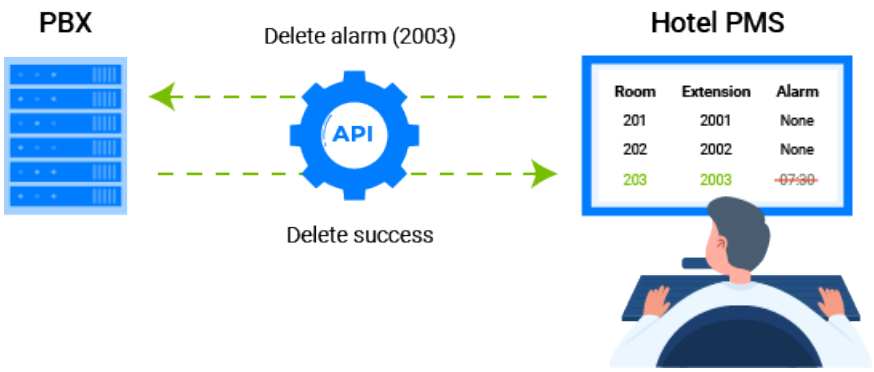
For more information about the API interface, see Edit an alarm.



Delete an alarm

1. When the receptionist deletes an alarm for a guest on PMS, the system sends a request of deleting an alarm to PBX API.
2. After receiving the request, PBX deletes the extension's alarms, and responds result to PMS.

For more information about the API interface, see Delete Alarms.

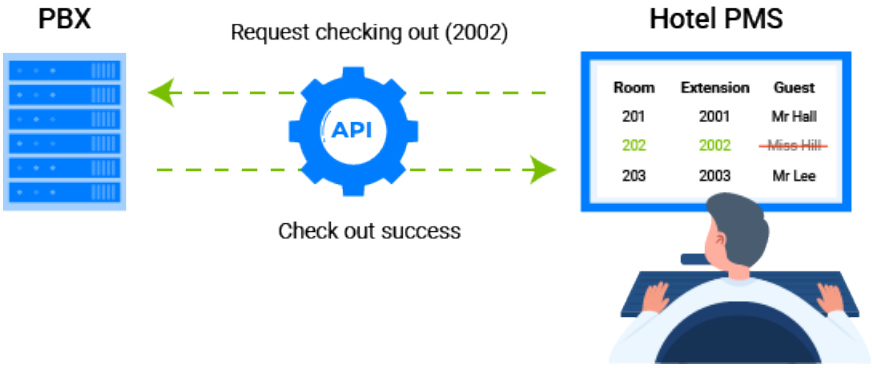


Check out

When the receptionist performs check-out for a guest, PBX will automatically reset the room extension's settings, such as user information, presence status, outbound call permissions, voicemail messages, alarms, and call logs.

1. When the receptionist performs check-out for a guest on PMS, the system sends a request of checking out to PBX API.
2. After receiving the request, PBX resets user information, presence status, outbound call permissions, voicemail messages, alarms settings, call logs, and responds result to PMS.

For more information about the API interface, see Hotel Checkout.



Error Code and Error Message

Error Code	Error Message	Description
-2	INTERNAL SERVER ERROR	Internal server error.
-1	FAILURE	API request fail.
0	SUCCESS	API request success.
1	PARTIAL SUCCESS	API request partially success.
2	PROCESSING	The request is in progressing.
10001	INTERFACE NOT EXISTED	The interface does not exist.
10002	API VERSION OUT OF MAINTENANCE	The API version is out of maintenance.
10003	API VERSION UNSUPPORTED	The API version is not supported.
10004	TOKEN EXPIRED	The access token or web session is time out.
10005	ACCESS DENIED	No access permission.
40001	PARAMETER SYNTAX ERROR	Wrong parameter syntax.
40002	PARAMETER ERROR	Invalid parameter. **Example Scenario**: The root directory of organization is inoperable; No data can be deleted; The position can not be changed, etc.
40003	DUPLICATE KEY VALUE	Duplicated parameter value.
40004	FILE SIZE EXCEEDED	The size of the uploaded or imported file exceeds the limit.
60001	DATA NOT FOUND	The data does not exist.
60002	MAX LIMITATION EXCEEDED	Creating operation fails as the existing quantity has reached the limit. **Example Scenario**: The number sub-organization has reached the limit.
60101	ROLE NOT EXISTED	The role does not exist.
70004	ACCOUNT IP BLOCKED	The IP address has been blocked.
70082	OVERLOAD_TASK_RUNNING	An overload task is running.
70084	ACTION FORBIDDEN	The action is forbidden.
70087	IP FORBIDDEN	The request IP is forbidden.

Error Code	Error Message	Description
70091	CONNECTION_RELATION_EXISTED	The item has relation connection with other existing items. **Example scenario**: When deleting a company contact, this error means that the contact has been selected in a phonebook.
70093	PHONEBOOK_NOT_EXISTED	The phonebook does not exist.
70106	RATE_NOT_EXISTED	The rate does not exist.
70120	ORGANIZATION DISABLED	Operation fails as the organization is disabled.
70123	API UNAVAILABLE	API feature is unavailable.
70128	CONTACTS_NOT_EXISTED	The contact does not exist.
70130	CAHNNEL ID NOT FOUND	The call channel ID does not exist.
70132	OPERATION NOT SUPPORTED	The channel operation is not supported.
70510	MAX PARTICIPANTS EXCEEDED	The number of participants in an audio conference has reached the limit.
70514	TRUNK NOT AVAILABLE	The trunk that is used to send SMS message is unavailable.
70515	TRUNK NOT EXISTED	The trunk that is used to send SMS message does not exist.
70516	WAKEUP CALL ALARM NOT EXISTED	The alarm does not exist.
70517	MESSAGE CONTENT ENCODING REQUIRED	SMS message content encoding error.
70524	CAN'T CHECKOUT WHEN PMS CHECKIN	Check-out operation could not be performed through this interface when the system is integrated with PMS.
70525	CAN'T OPERATE WITH PMS CONNECT	Operation through this interface is NOT allowed when the system is integrated with PMS.
70537	RESPONSE_ERRCODE_DEST_NOT_EXISTED	The destination does not exist.
70536	RESPONSE_ERRCODE_LANGUAGE_NOT_EXISTED	The language does not exist.
70539	RESPONSE_ERRCODE_IVR_ADVANCED_SETTING_FORBID	Operation through this interface is NOT allowed when the advanced setting of the IVR is enabled.
70542	PROMPT NOT EXISTED	The system prompt language doesn't exist in the PBX.

Error Code	Error Message	Description
70547	MESSAGE SERVICE UNAVAILABLE	The Message service is not available.
70550	FILE TYPE NOT SUPPORTED	The file type is not supported.
70621	RECIPIENT NUMBER CANNOT BE EMPTY	The recipient number cannot be empty.
70623	SENDING TIME CANNOT BE IN THE PAST	The sending time cannot be earlier than the current time.
70651	RESPONSE_ERRCODE_REACH_RECORDING_DOWNLOAD_LIMIT	The number of concurrent recording downloads exceeds the limit.
70653	THE CONVERSATION HAS BEEN ARCHIVED	The message session has been archived.
70654	THE CONVERSATION HAS NOT BEEN ARCHIVED	The message session is not archived.
70655	THE CONVERSATION HAS BEEN REMOVED	The message session has been removed.
70656	API FUNCTION IS NOT ENABLED	The API feature is not enabled.
70657	THE SESSION HAS EXPIRED AND ONLY TEMPLATE MESSAGES OR MESSAGES WITH TAGS CAN BE SENT	The message session has expired; Only WhatsApp template messages or Facebook messages with tags can be sent.
80010	NO PERMISSION TO OBTAIN	No permission to obtain the specified resource.
80011	SESSION ALREADY EXISTS	The message session already exists.
80012	NO PERMISSION TO CREATE A SESSION	No permission to create a message session.
80013	INVALID CHANNEL NUMBER	The channel number is invalid.
80014	SESSION DOES NOT EXIST	The message session does not exists.
80015	ONLY ONE MESSAGE TYPE IS ALLOWED OR THE MESSAGE FORMAT IS INCORRECT	Only one message type can be sent at a time; The message format is invalid.
80016	SESSION CLOSED	The message session has been closed.
80017	THE SESSION CANNOT BE TRANSFERRED TO ITSELF	Session transferring to itself is not allowed.
80018	INVALID MESSAGE CHANNEL	The message channel is invalid.
80019	THE SESSION HAS NOT BEEN PICKED UP	The message session has not been picked up.

Error Code	Error Message	Description
80050	THE SESSION CANNOT BE PICKED UP	The message session can not be picked up.
80051	THE MESSAGE QUEUE DOES NOT EXIST	The message queue does not exists.
80052	THE MESSAGE QUEUE HAS NO AGENTS	There are no agents in the message queue.
80053	SYSTEM MESSAGE DELETION IS NOT ALLOWED	System messages cannot be deleted.