

# Developer Guide

Yeastar P-Series Cloud Edition

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# Introduction

## Yeastar P-Series Cloud Edition API Introduction

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

### Requirements

- PBX firmware version: 84.7.0.17 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 Cloud Edition:

#### 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 Cloud Edition 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 Cloud Edition 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 Cloud Edition API, so that the PBX can identify your application and respond to the request. For example, `User-Agent: OpenAPI`.

## API Authentication

Table 1.

HTTP method	API endpoint	Description
POST	<a href="#">get_token</a>	Get API access token.
POST	<a href="#">refresh_token</a>	Refresh API access token.
GET	<a href="#">del_token</a>	Revoke API access token.


## System

Table 2.

HTTP method	API endpoint	Description
GET	<a href="#">system/information</a>	Query PBX information.
GET	<a href="#">system/capacity</a>	Query PBX capacity, including the number of extensions and concurrent calls.
GET	<a href="#">system/get_menuoptions</a>	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 extension, extension group, organization

**Table 2. (continued)**

HTTP method	API endpoint	Description
		 list, trunk, user role, phonebook, group voicemail, IVR, ring group, queue and agent, conference, and PIN list.

## Extension

**Table 3.**

HTTP method	API endpoint	Description
GET	<a href="#">extension/list</a>	Query the extension list.
GET	<a href="#">extension/search</a>	Search specific extensions.
GET	<a href="#">extension/get</a>	Query the information of an extension.
GET	<a href="#">extension/query</a>	Query the information of multiple extensions.
POST	<a href="#">extension/create</a>	Add an extension.
POST	<a href="#">extension/send_welcome_email</a>	Send Linkus welcome emails to specified extensions.
POST	<a href="#">extension/update</a>	Edit an extension.
GET	<a href="#">extension/delete</a>	Delete an extension.

## Organization

**Table 4.**

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

## Trunk

**Table 5.**

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

## Contacts

**Table 6.**

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

## Phonebook

**Table 7.**

HTTP method	API endpoint	Description
GET	<a href="#">phonebook/list</a>	Query the phonebook list.
GET	<a href="#">phonebook/search</a>	Search specific phonebooks.
GET	<a href="#">phonebook/get</a>	Query the information of a phonebook.

**Table 7. (continued)**

HTTP method	API endpoint	Description
GET	<a href="#">phonebook/query</a>	Query the information of multiple phonebooks.
POST	<a href="#">phonebook/create</a>	Add a phonebook.
POST	<a href="#">phonebook/update</a>	Edit a phonebook.
GET	<a href="#">phonebook/delete</a>	Delete a phonebook.

## Inbound Route

**Table 8.**

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

## Outbound Route

**Table 9.**

HTTP method	API endpoint	Description
GET	<a href="#">outbound_route/list</a>	Query the outbound route list.
GET	<a href="#">outbound_route/search</a>	Search specific outbound routes.
GET	<a href="#">outbound_route/get</a>	Query the information of an outbound route.
GET	<a href="#">outbound_route/query</a>	Query the information of multiple outbound routes.
POST	<a href="#">outbound_route/create</a>	Add an outbound route.
POST	<a href="#">outbound_route/update</a>	Edit an outbound route.
GET	<a href="#">outbound_route/delete</a>	Delete an outbound route.

## PIN List

**Table 10.**

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

## IVR

**Table 11.**

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

## Queue

**Table 12.**

HTTP method	API endpoint	Description
GET	<a href="#">queue/list</a>	Query the queue list.
GET	<a href="#">queue/search</a>	Search specific queues.
GET	<a href="#">queue/get</a>	Query the information of a queue.
GET	<a href="#">queue/query</a>	Query the information of multiple queues.
POST	<a href="#">queue/create</a>	Add a queue.

**Table 12. (continued)**

HTTP method	API endpoint	Description
POST	<a href="#">queue/update</a>	Edit a queue.
GET	<a href="#">queue/delete</a>	Delete a queue.
GET	<a href="#">queue/call_status</a>	Query call status of a queue.
GET	<a href="#">queue/agent_status</a>	Query agent status of a queue.
GET	<a href="#">queue_pause_reason/list</a>	Query queue pause reason list.
POST	<a href="#">queue_pause_reason/update</a>	Edit queue pause reason list.
GET	<a href="#">queue/agent_login</a>	Queue management - Log in or log out agents.
GET	<a href="#">queue/agent_pause</a>	Queue management - Pause or unpause agents.
GET	<a href="#">agent/login</a>	Agent management - Log in to or log out of queues.
GET	<a href="#">agent/pause</a>	Agent management - Pause or unpause queue service.

## Recording

**Table 13.**

HTTP method	API endpoint	Description
GET	<a href="#">recording/list</a>	Query the recording list.
GET	<a href="#">recording/download</a>	Get the download URL to download a recording file.

## CDR

**Table 14.**

HTTP method	API endpoint	Description
GET	<a href="#">cdr/list</a>	Query the CDR list.
GET	<a href="#">cdr/search</a>	Search specific CDR.
GET	<a href="#">cdr/download</a>	Get the download URL to download a CDR file.

## Call report

**Table 15.**

HTTP method	API endpoint	Description
GET	<a href="#">call_report/list</a>	Query the instant call report list.
GET	<a href="#">call_report/download</a>	Get the download URL to download an instant call report.
GET	<a href="#">call_schedule_report/list</a>	Query the scheduled call report list.
GET	<a href="#">call_schedule_report/download</a>	Get the download URL to download a scheduled call report.

## Hotel

**Table 16.**

HTTP method	API endpoint	Description
GET	<a href="#">wakeupcall/list</a>	Query the alarm list.
GET	<a href="#">wakeupcall/get</a>	Query an extension's alarm information.
GET	<a href="#">wakeupcall/query</a>	Query multiple extensions' alarm information.
POST	<a href="#">wakeupcall/create</a>	Add an alarm for a specific extension.
POST	<a href="#">wakeupcall/update</a>	Edit an alarm.
GET	<a href="#">wakeupcall/delete</a>	Delete alarm(s) for a specific extension.
POST	<a href="#">hotel/checkout</a>	Perform checkout for hotel guests.

## Call control

**Table 17.**

HTTP method	API endpoint	Description
GET	<a href="#">call/query</a>	Query a specified call or query calls by call types.
POST	<a href="#">call/dial</a>	Make a call.
POST	<a href="#">call/accept_inbound</a>	Accept an inbound call.
POST	<a href="#">call/refuse_inbound</a>	Refuse an inbound call.
POST	<a href="#">call/listen</a>	Monitor a call.
POST	<a href="#">call/hold</a>	Hold a call.
POST	<a href="#">call/unhold</a>	Resume a held call.



**Table 17. (continued)**

HTTP method	API endpoint	Description
POST	<a href="#">call/mute</a>	Mute a call.
POST	<a href="#">call/unmute</a>	Unmute a call.
POST	<a href="#">call/park</a>	Park a call.
GET	<a href="#">call/park_status</a>	Query status of parked calls.
POST	<a href="#">call/transfer</a>	Transfer a call, including blind transfer and attended transfer.
POST	<a href="#">call/add_member</a>	During a call, invite a member to join the call.
POST	<a href="#">call/play_prompt</a>	Play custom prompt audio files.
POST	<a href="#">call/hangup</a>	Hang up a call.
POST	<a href="#">call/record_start</a>	Start call recording.
POST	<a href="#">call/record_pause</a>	Pause call recording.
POST	<a href="#">call/record_unpause</a>	Resume call recording.

## uaCSTA call control

**Table 18.**

HTTP method	API endpoint	Description
POST	<a href="#">uacsta_call/accept</a>	Accept an incoming call by uaCSTA control.
POST	<a href="#">uacsta_call/refuse</a>	Refuse an incoming call by uaCSTA control.
POST	<a href="#">uacsta_call/hangup</a>	Hang up an incoming call by uaCSTA control.

## Events

**Note:**

You can monitor the following events via WebSocket. For more information, see [Monitor Events via WebSocket](#).

**Table 19.**

Event	Description
<a href="#">(30005) Organization Status Changed</a>	Indicate that the organization feature status is changed, and return the current feature status.

**Table 19. (continued)**

Event	Description
<a href="#">(30006) Organization Configuration Changed</a>	Indicate that the organization configuration is changed, and return the change information.
<a href="#">(30007) Extension Registration Status Changed</a>	Indicate that the extension registration status is changed, and return the extension details.
<a href="#">(30008) Extension Call Status Changed</a>	Indicate that the extension call status is changed, and return the current extension call status.
<a href="#">(30009) Extension Presence Status Changed</a>	Indicate that the extension presence status is changed, and return the current extension presence status.
<a href="#">(30010) Trunk Registration Status Changed</a>	Indicate that the trunk registration status is changed, and return the current trunk status.
<a href="#">(30011) Call Status Changed</a>	Indicate that the call status is changed, and return the current call status.
<a href="#">(30012) New CDR</a>	Indicate that a new CDR is generated, and return the call details.
<a href="#">(30013) Call Transfer</a>	Indicate that a call is transferred, and return the call details.
<a href="#">(30014) Call Forward</a>	Indicate that a call is forwarded, and return the call details.
<a href="#">(30015) Call Failed</a>	Indicate that a call is failed, and return the call details.
<a href="#">(30016) Inbound Call Invitation</a>	Indicate that an inbound call comes from the monitored trunk, and return the call details.
<a href="#">(30017) DTMF</a>	Indicate that a key is pressed during a call, and return the call details as well as key pressing information.
<a href="#">(30018) Play Prompt End</a>	Indicate the end of prompt playing, and return the call details and the audio prompt name.
<a href="#">(30019) Satisfaction</a>	Indicate that caller has completed a satisfaction survey, and return the survey result.
<a href="#">(30020) uaCSTA Call</a>	Indicate that a call status of an extension, which is registered to an IP phone, is changed, and return the uaCSTA call details.
<a href="#">(30022) Extension Configuration Changed</a>	Indicate that the extension configuration is changed, and return the change information.
<a href="#">(30023) Trunk Configuration Changed</a>	Indicate that the trunk configuration is changed, and return the change information.
<a href="#">(30024) No Host in an Audio Conference</a>	Indicate that the host leaves the audio conference, and return the audio conference ID as well as host's extension number.

**Table 19. (continued)**

Event	Description
<a href="#">(30025) Agent Auto Pause</a>	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.
<a href="#">(30026) Agent Ringing Timeout</a>	Indicate that the agent missed a call due to ringing timeout, and return the information of the agent and missed call.

# Getting Started

## API Request Methods

### API Request Overview

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

#### **Communication protocols**

Yeastar P-Series Cloud Edition supports GET and POST request over HTTPS protocol.

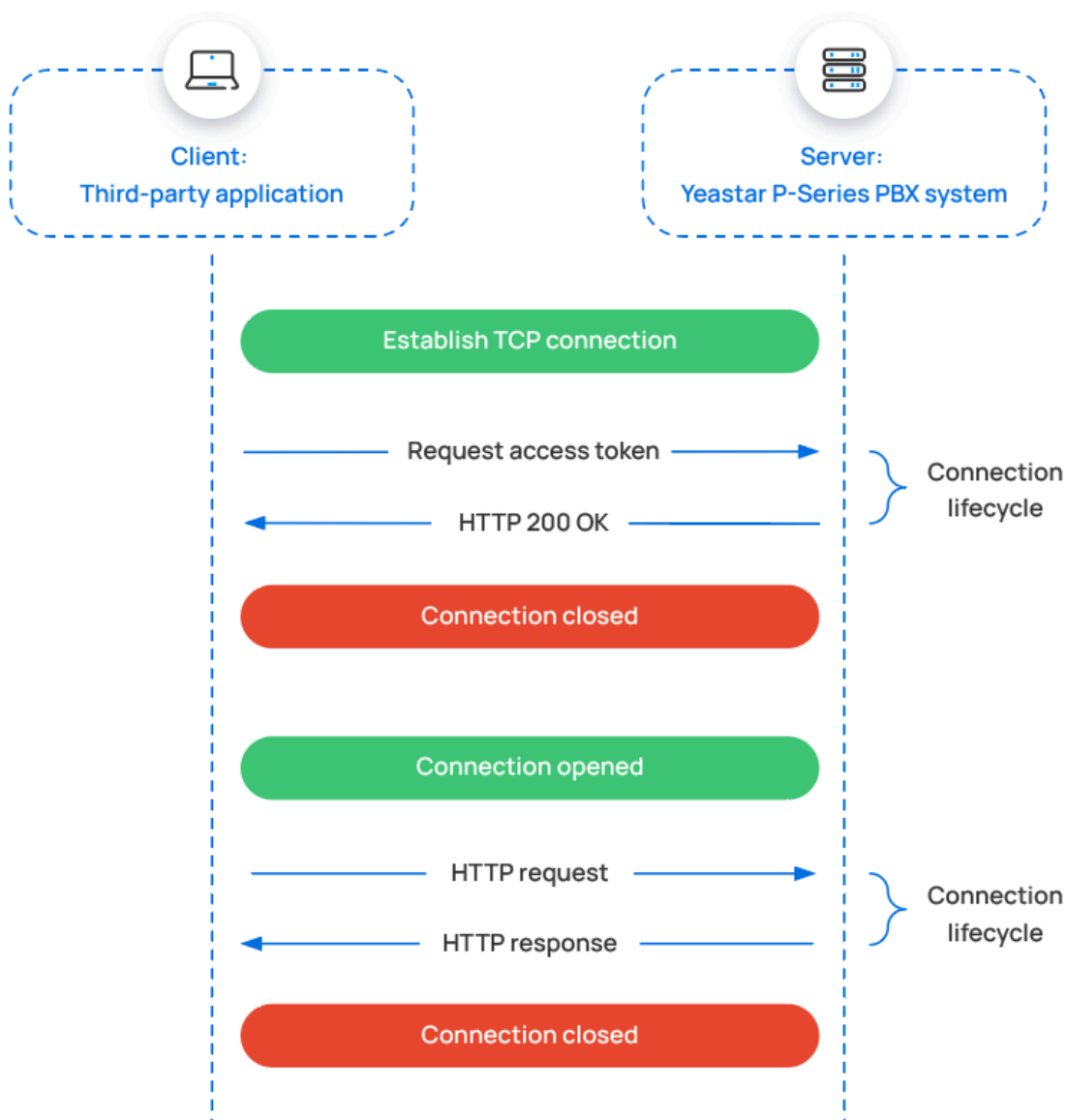
#### **Communication port**

The API communication port is the same as the web access port of PBX, namely the HTTPS port 443.

#### **API request flow**

After a third-party application is connected to Yeastar P-Series Cloud Edition, 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 Cloud Edition 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: yeastardocs.example.yeastarcloud.com
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 domain name of Yeastar P-Series Cloud Edition.
- `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 Cloud Edition 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_domain}
```

### {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 Cloud Edition.

### {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 Cloud Edition 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 Cloud Edition API with Postman

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

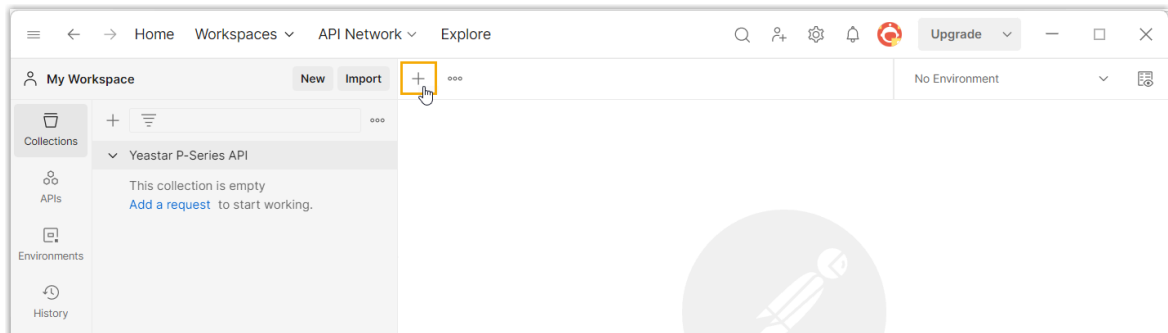
### Prerequisites

- You have [downloaded and installed Postman desktop app](#).

- You have [enabled Yeastar P-Series Cloud Edition API](#).

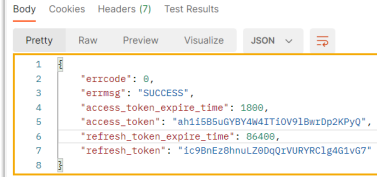
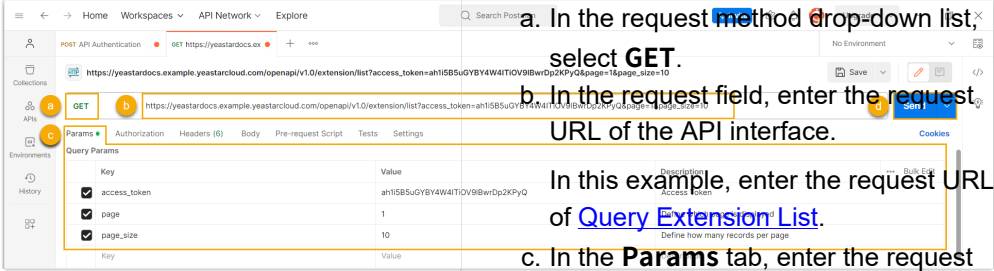
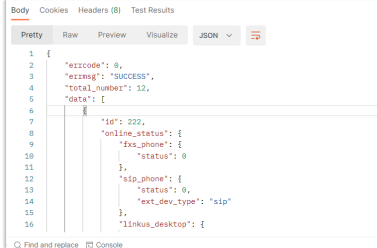
## Procedure

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



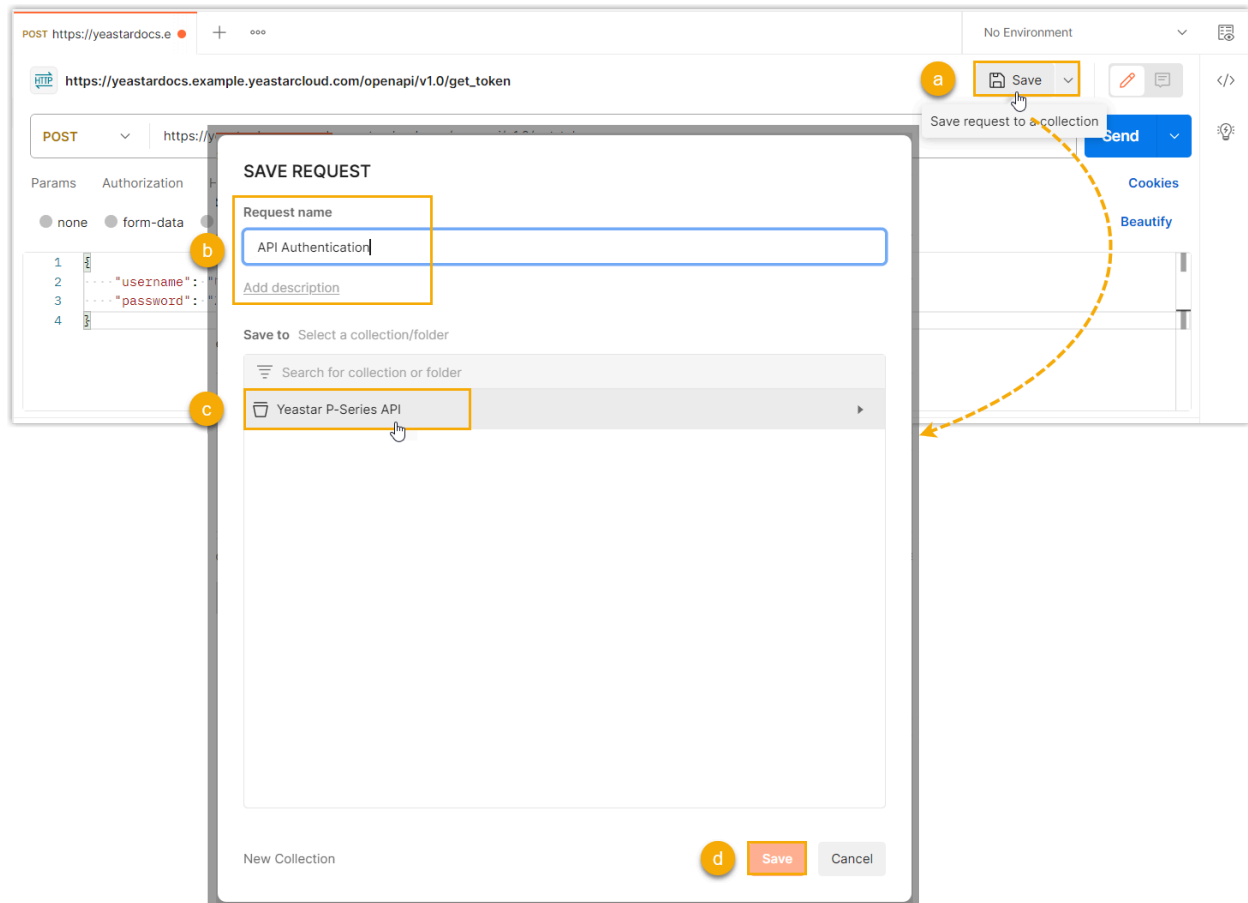
3. Compose and send an API request.

Illustration	Instruction
<p><b>Figure 1. Example 1 – POST request: Get an Access Token</b></p> <p>The screenshot shows the Postman interface with a new request tab. The request method is set to POST (highlighted with a red circle 'a'). The URL is https://yeastardocs.example.yeastarcloud.com/openapi/v1.0/get_token (highlighted with a red circle 'b'). The request body is set to raw JSON (highlighted with a red circle 'c') and contains the following JSON:</p> <pre> 1 { 2   "username": "UEhH9Dmv6uBJEXsYcag1trNfQThYXXXX", 3   "password": "ZLcX163S9ETMnYohUnjBV06sABcbXXXX" 4 } </pre> <p>The 'Send' button is highlighted with a red circle 'd'.</p>	<p>This example demonstrates how to send a POST request to obtain an access token, which is mandatory for the subsequent API requests.</p> <ol style="list-style-type: none"> <li>In the request method drop-down list, select <b>POST</b>.</li> <li>In the request field, enter the request URL of the API interface. In this example, enter the request URL of <a href="#">Get Access Token</a>.</li> <li>Click <b>Body &gt; raw</b>, and enter the request parameters of the API interface.</li> <li>Click <b>Send</b>.</li> </ol> <p>The response is displayed at the bottom of the workbench. In this example, an access token and a refresh token are returned.</p>

Illustration	Instruction
	
<p><b>Figure 2. Example 2 – GET request: Query Extension List</b></p> 	<p>This example demonstrates how to send a GET request to obtain the extension list information.</p> <p>a. In the request method drop-down list, select <b>GET</b>.</p> <p>b. In the request field, enter the request URL of the API interface.</p> <p>In this example, enter the request URL of <a href="#">Query Extension List</a>.</p> <p>c. In the <b>Params</b> tab, enter the request parameters of the API interface.</p> <p>d. Click <b>Send</b>.</p> <p>The response is displayed at the bottom of the workbench. In this example, the extension list is returned.</p> 

**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 Cloud Edition API events provide comprehensive event-logging and change-tracking to help you monitor the PBX resources. The third-party application can subscribe to desired PBX events, and the Yeastar P-Series Cloud Edition would proactively send event reports to the application once the related event occurs.

## Background information

Yeastar P-Series Cloud Edition API supports to send event notifications to a third-party application via WebSocket, which is a computer communication protocol that provides a per-

sistent, 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 Cloud Edition 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.

To connect to PBX and subscribe desired events, 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:

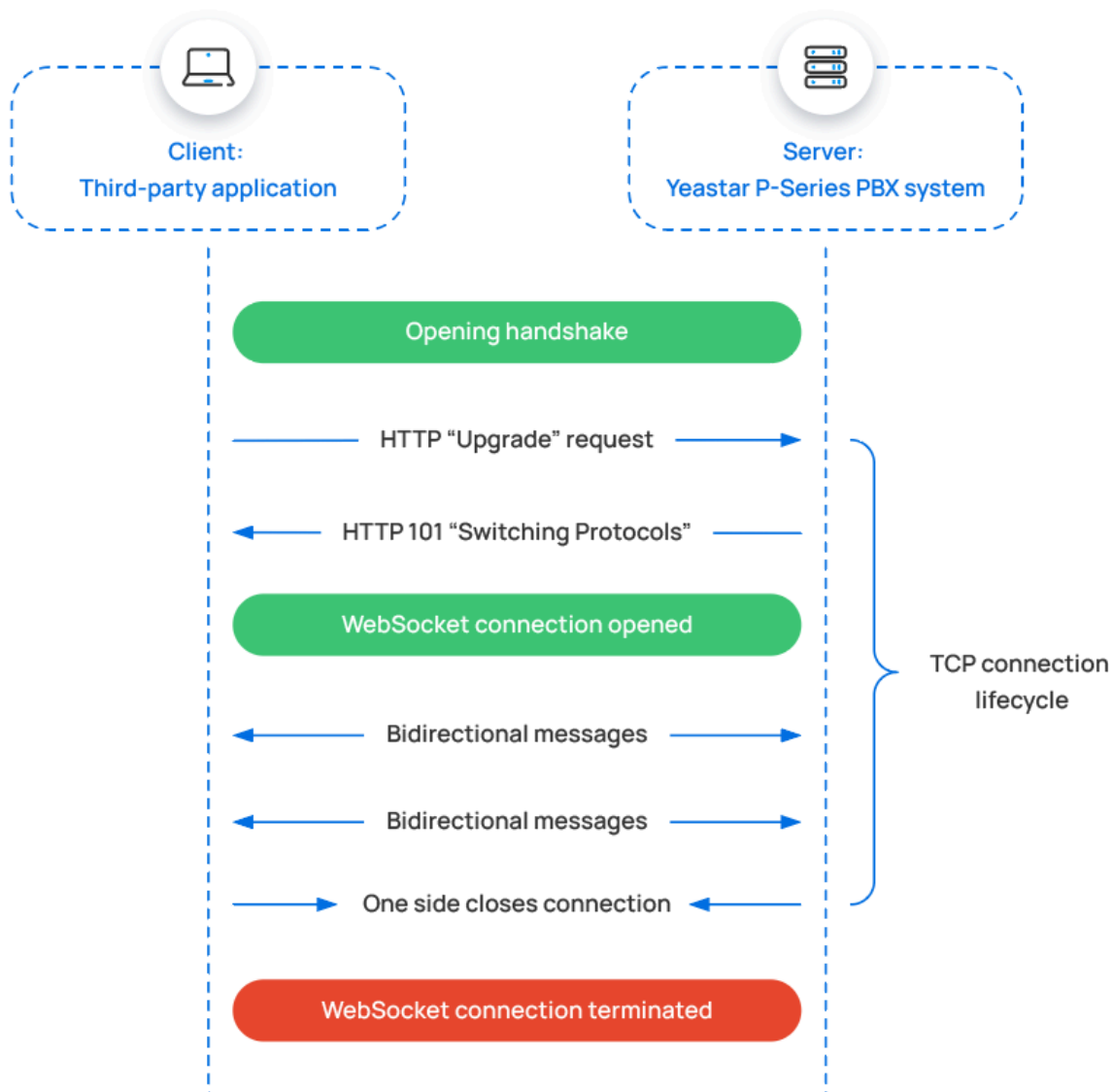
You can use a [heartbeat](#) request to keep the WebSocket connection alive.

- 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 Cloud Edition) 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.

## Supported events

Yeastar P-Series Cloud Edition 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 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 establish a WebSocket connection, you need to use the special protocol `wss` in the request URL:

```
wss://{pbx_domain}/{api_path}/subscribe?access_token={access_token}
```

## Example

### Request

```
wss://yeastardocs.example.yeastarcloud.com/openapi/v1.0/subscribe?access_token=QJZDwxIAXBoVrUmeyLiHS3zQXrdynAmh
```

## 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 Cloud Edition with Postman.

### Prerequisites

- You have [downloaded and installed Postman desktop app](#).
- You have [enabled Yeastar P-Series Cloud Edition API](#).



#### Note:

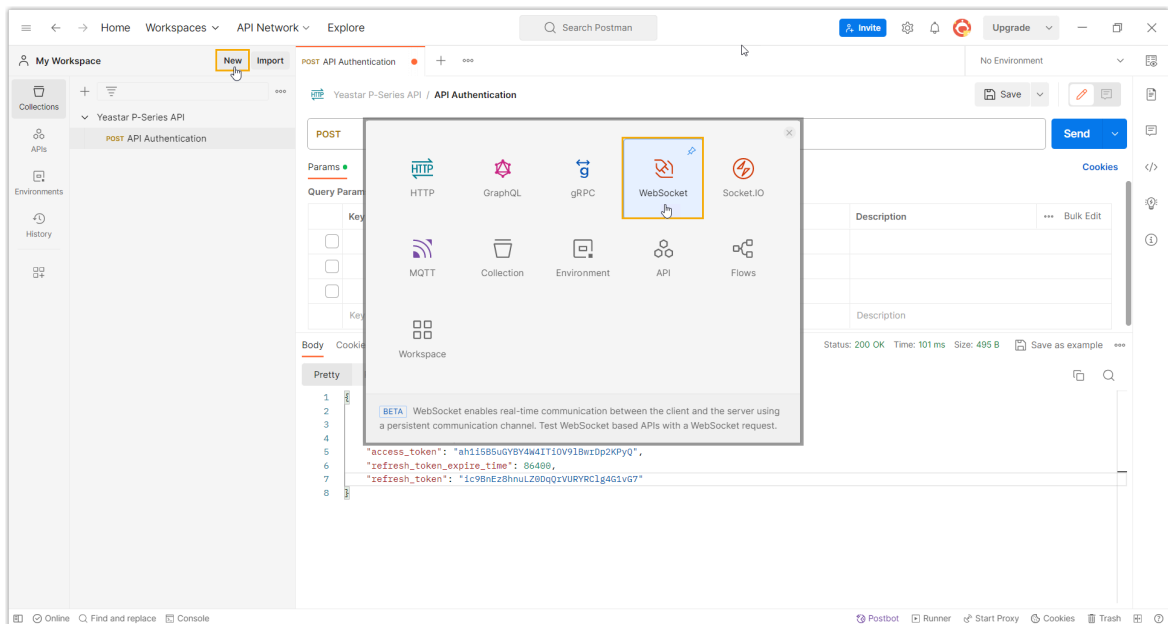
If you want to monitor extension status or trunk status, make sure that the corresponding monitor settings in the **Advanced Settings** are enabled.

Extension Number	Extension Name	Registration Status Monitor	Call Status Monitor	Presence Status Monitor
2005	Kristin Hale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

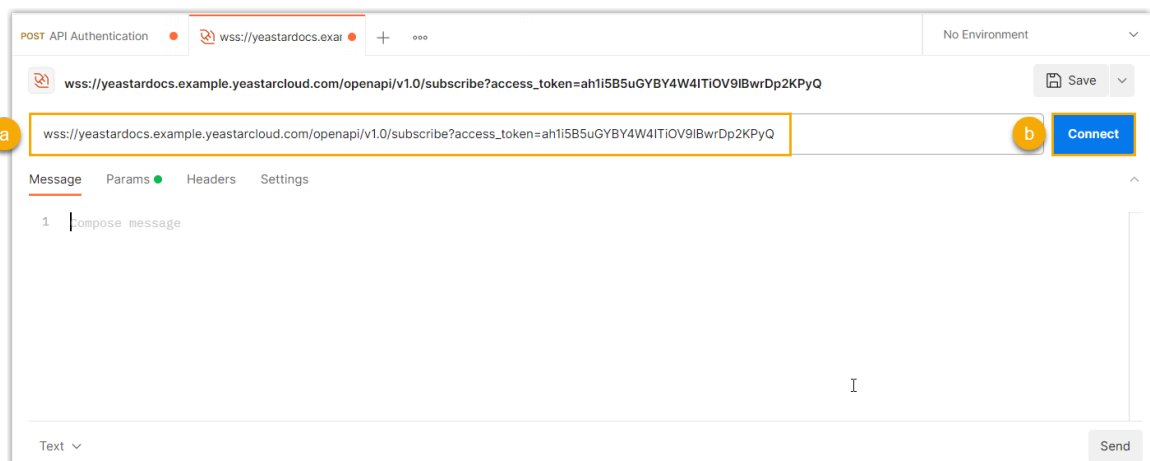
- You have [got an access token](#).

## 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 Cloud Edition API.



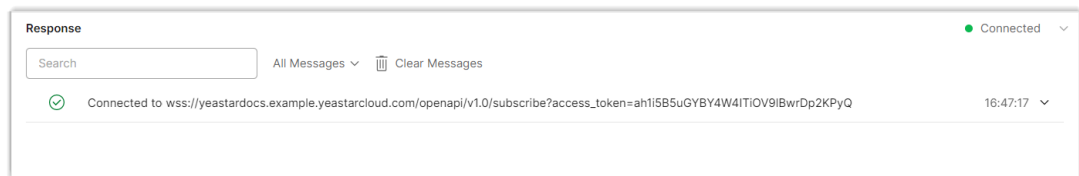
- a. In the request field, compose the [WebSocket connection request](#).

In this example, compose the following request:

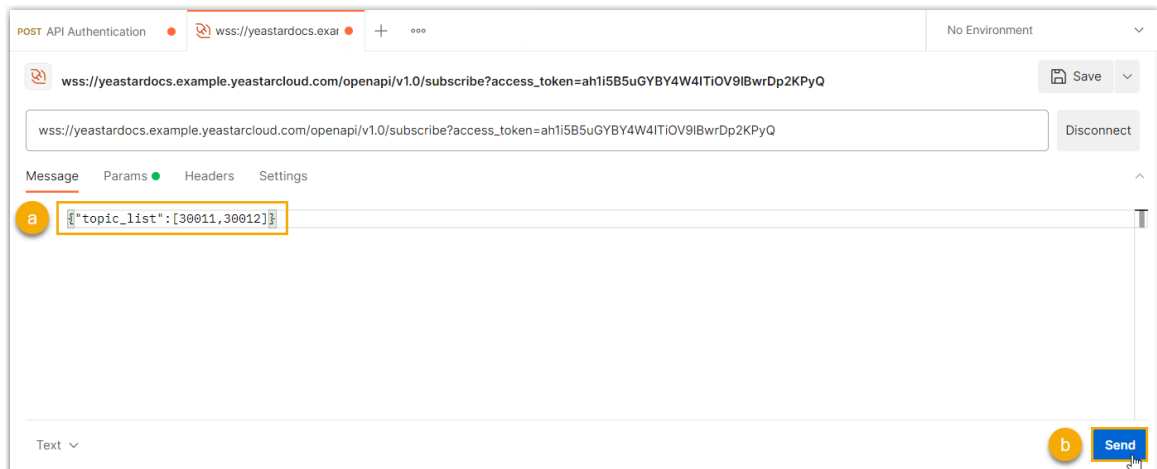
```
wss://yeastardocs.example.yeastarcloud.com/openapi/v1.0/subscribe
?access_token=ah1i5B5uGYBY4W4ITiOV9lBwrDp2KPyQ
```

- b. Click **Connect**.

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



#### 4. Subscribe to the desired events.



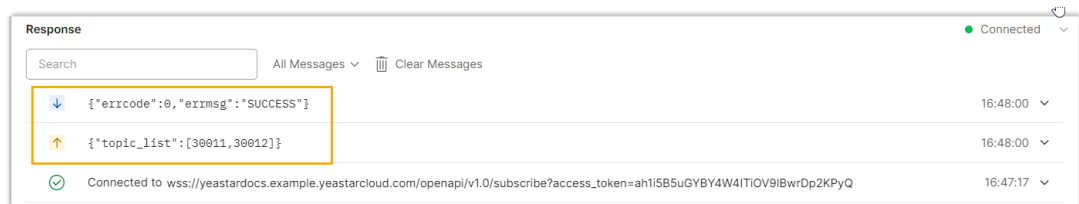
- a. Query the desired event ID in [API Event Summary](#), and compose the event subscription message in the **Message** tab.

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.



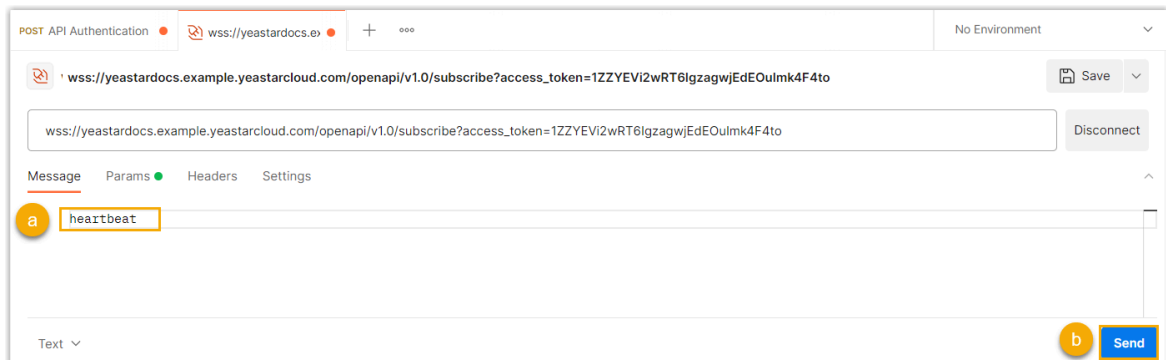
#### 5. Send a heartbeat request at regular intervals to keep the connection alive.



**Note:**

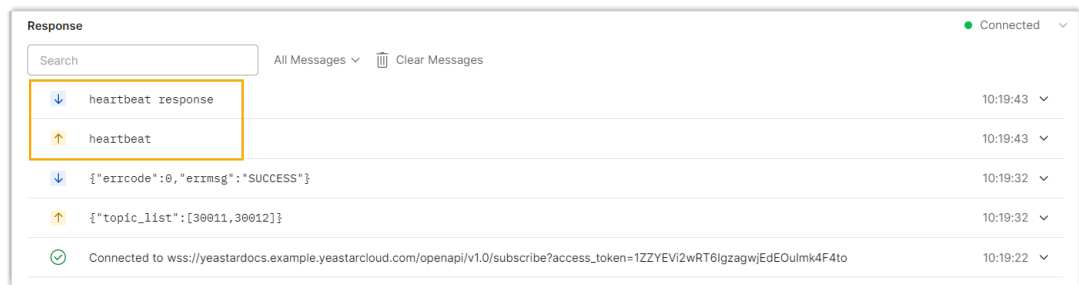


If there is no interaction between the Postman and PBX for 60 seconds, the WebSocket connection will be automatically disconnected.



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

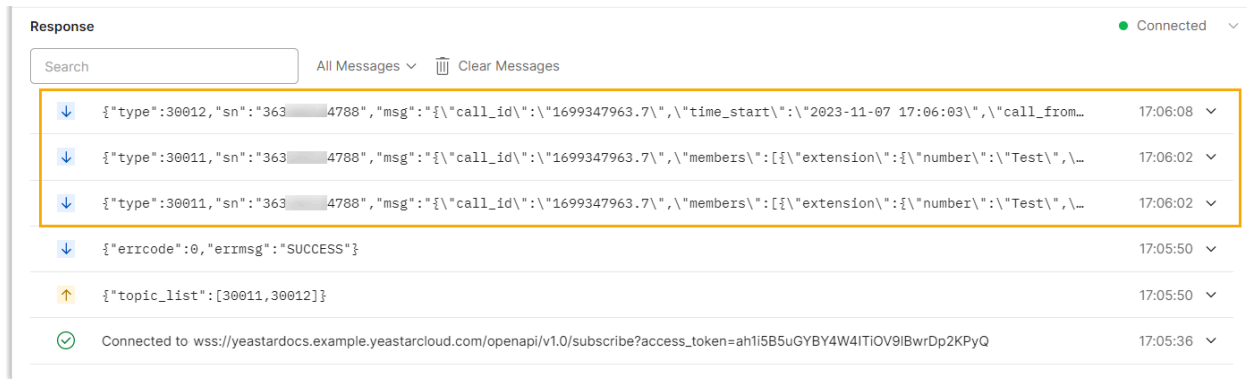
The **Response** field returns a heartbeat response, indicating that the request is successful.



## 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".



## Enable Yeastar P-Series Cloud Edition API

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

### Procedure

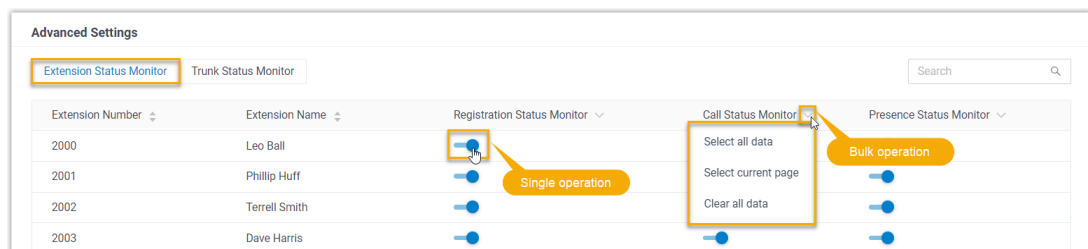
1. Log in to PBX web portal, go to **Integrations > API**.
2. Turn on **API**.



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.

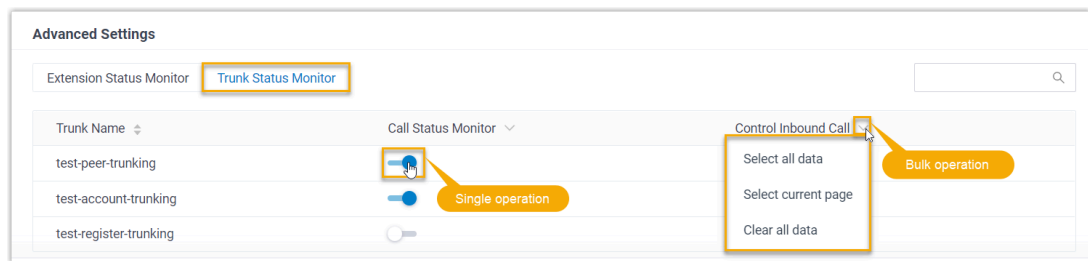
4. In the **Advanced Settings** section, enable the status monitor for extensions and trunks as needed.
  - a. Go to the **Extension Status Monitor** tab, enable the monitoring feature for extensions.



**Table 20.**

Setting	Description
Registration Status Monitor	If enabled, when the extension registration status is changed, the PBX will send an event report <a href="#">30007</a> to the third-party application.
Call Status Monitor	If enabled, when the extension call status is changed, the PBX will send an event report <a href="#">30008</a> to the third-party application.
Presence Status Monitor	If enabled, when the extension presence status is changed, the PBX will send an event report <a href="#">30009</a> 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 21.**

Setting	Description
Call Status Monitor	If enabled, when the trunk registration status is changed, the PBX will send an event report <a href="#">30010</a> to the third-party application.
Control Inbound Call	If enabled, when an inbound call comes from the monitored trunk, the followings can be implemented: <ul style="list-style-type: none"> <li>The PBX will send an event report <a href="#">30016</a> to the third-party application.</li> <li>The third-party application can use the API interfaces to control the inbound calls, including accept and refuse inbound calls.</li> </ul>

5. Click **Save**.

## What to do next

Now you can 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](#).

The screenshot shows the 'API' configuration section. It contains two input fields: 'Client ID' with the value 'k3oK' and 'Client Secret' with the value 'Rq1d'. Both fields have a copy icon to their right. The entire configuration area is highlighted with a yellow border.

## Remove Blocked API IP Addresses

If a third-party application exceeds the allowed API authentication failure attempts, Yeastar P-Series Cloud Edition 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.


<input type="checkbox"/>	Defense Type ▾	Block Type ▾	Block Range ▾	Time of Attack ▾	Protocol ▾	Attacked Port ▾	Source IP Address ▾
<input type="checkbox"/>	API Authentication Defe...	Block IP	API	2022/04/19 01:54:09 PM	HTTPS	8088	[REDACTED]

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 .

<input checked="" type="checkbox"/>	Defense Type ▾	Block Type ▾	Block Range ▾	Time of Attack ▾	Protocol ▾	Attacked P	Operations
<input checked="" type="checkbox"/>	API Authentication Defe...	Block IP	API	2022/04/19 01:54:09 PM	HTTPS	8088	

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

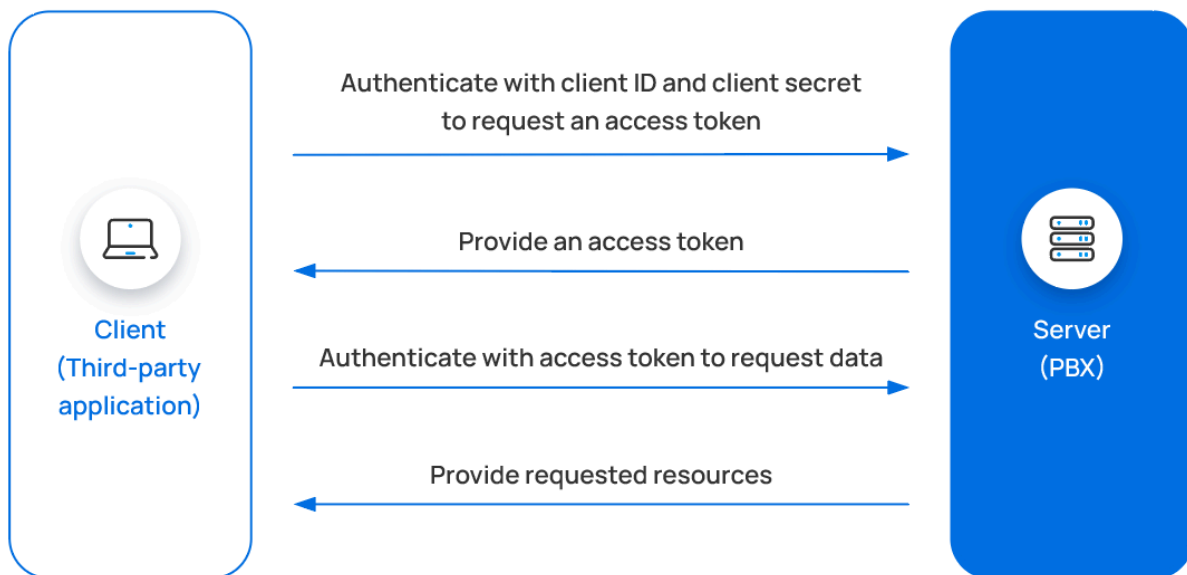
## API Authentication

### Authorization Rule

Yeastar P-Series Cloud Edition 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 Cloud Edition 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.

## Prerequisites

You have enabled the **API** feature on the Yeastar P-Series Cloud Edition. For more information, see [Enable Yeastar P-Series Cloud Edition 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 Cloud Edition 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.

Parameter	Required	Type	Description
			You can obtain the username from the <b>Client ID</b> on PBX web portal.
password	Yes	String	Password.  You can obtain the password from the <b>Client Secret</b> on PBX web portal.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
access_token_expire_time	Integer	Access token expire time. ( <b>Unit:</b> 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. ( <b>Unit:</b> second)
refresh_token	String	Refresh token.  refresh_token can be used to obtain new access_token and refresh_token.

## Examples

### Request example

```
POST /openapi/v1.0/get_token

Host: yeastardocs.example.yeastarcloud.com
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": "EXZMpZA086mbrKm6rFtgeb3rfcpC9uqS",
  "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 <code>refresh_token</code> value.

## Response Parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>
<div> <b>Note:</b></div>		

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
access_token_expire_time	Integer	Access token expire time. ( <b>Unit</b> : second)
access_token	String	New access token.
refresh_token_expire_time	Integer	Refresh token expire time. ( <b>Unit</b> : second)
refresh_token	String	New refresh token.

## Examples

### Request example

```
POST /openapi/v1.0/refresh_token

Host: yeastardocs.example.yeastarcloud.com
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	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

```
GET /openapi/v1.0/del_token?access_token=00PU6QwU1phKcYMzntmmLrn1SNvGeNJt

Host: yeastardocs.example.yeostarcloud.com
```

### 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 22.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object< <a href="#">Device_Info</a> >	The detailed information of the PBX.

#### Device\_Info

**Table 23.**

Parameter	Type	Description
device_name	String	Device name.
model_name	String	Product model.
sn	String	Product serial number.
firmware_version	String	Firmware version.
system_time	String	System time.
up_time	Integer	System uptime. ( <b>Unit:</b> Second)

## Examples

### Request example

```
GET /
openapi/v1.0/system/information?access_token=gwakjgu9ZBUfz36wql4ndsVKkryI0k
dj

Host: yeastardocs.example.yeastarcloud.com
```

### Response example

```
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": {
    "device_name": "PBX",
    "model_name": "P-Series Cloud Edition",
    "sn": "3631A2124XXX",

    "firmware_version": "X.7.0.16",
    "system_time": "2022/05/11 11:29:37",
    "up_time": 241404
  }
}
```

## 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 24.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object< <a href="#">Device_Capacity</a> >	The PBX capacity.

## Device\_Capacity

**Table 25.**

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=tmZCgLFy9a2qpFthxdGfa0Xr6v3D63C

Host: yeastardocs.example.yeostarcloud.com
```

## 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 extension, extension group, organization list, trunk, user role, phonebook, group voicemail, IVR, ring group, queue, queue agent, conference, and PIN list.

### Request URL


```
GET {base url}/{api path}/system/get_menuoptions?access_token={access token}
```

### Request parameters

**Table 26.**


Parameter	Required	Type	Description
menu	Yes	String	<p>The menu that you want to query.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension.</li> </ul>

**Table 26. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>ext_group</code>: Extension group.</li> <li>• <code>org_list</code>: Organization list.</li> <li>• <code>trunk</code>: Trunk.</li> <li>• <code>role</code>: User role.</li> <li>• <code>phonebook</code>: Phonebook.</li> <li>• <code>group_vm</code>: Group voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>queue_agent</code>: Queue agent.</li> <li>• <code>conference</code>: Conference.</li> <li>• <code>pinset</code>: PIN list.</li> </ul>
id	No	Integer	<p>The unique ID of the queue.</p> <div>  <b>Note:</b>            This parameter is required when querying the agents included in a queue.         </div>


## Response parameters

**Table 27.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
data	Array< <a href="#">Options</a> >	The information of the menu options.

## Options

**Table 28.**

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 <b>trunk</b> , the <code>value</code> displays the trunk ID.
type	String	The type of the menu options. For example, when the menu is <b>trunk</b> , the <code>type</code> displays the trunk type.
item	Array< <a href="#">Sub_Org</a> >	The information of the sub-organization.  <div>  <b>Note:</b>  This parameter is only returned when querying organization list. </div>

## Sub\_Org

**Table 29.**

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: yeastardocs.example.yeostarcloud.com
```

### 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=sIqNaNz22Ph0HKL
p25mlaYJJVUbhHyOP&menu=org_list HTTP/1.1
```

```
Host: yeastardocs.example.yeostarcloud.com
```

#### 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"
          }
        ]
      }
    ]
  }
}

```

## 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

**Table 30.**


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. <b>Valid value:</b>

**Table 30. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>number</code></li> <li>• <code>caller_id_name</code></li> <li>• <code>email_addr</code></li> <li>• <code>mobile_number</code></li> <li>• <code>presence_status</code></li> </ul>
<code>order_by</code>	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>

## Response parameters

**Table 31.**

Parameter	Type	Description
<code>errcode</code>	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
<code>errmsg</code>	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
<code>total_number</code>	Integer	The total number of extensions.
<code>data</code>	Array< <a href="#">Ext_Basicinfo</a> >	The basic information of the extension.

## Ext\_Basicinfo

**Table 32.**


Parameter	Type	Description
<code>id</code>	Integer	Extension ID.

**Table 32. (continued)**


Parameter	Type	Description
online_status	Object< <a href="#">Online_Status</a> >	Extension Online Status on the following endpoints. <ul style="list-style-type: none"> <li>• <code>sip_phone</code>: SIP endpoint.</li> <li>• <code>linkus_desktop</code>: Linkus Desktop Client.</li> <li>• <code>linkus_mobile</code>: Linkus Mobile Client.</li> <li>• <code>linkus_web</code>: Linkus Web Client.</li> </ul>
presence_status	String	Extension Presence. <ul style="list-style-type: none"> <li>• <code>available</code>: Available.</li> <li>• <code>away</code>: Away.</li> <li>• <code>business_trip</code>: Business Trip.</li> <li>• <code>do_not_disturb</code>: Do Not Disturb (DND).</li> <li>• <code>lunch</code>: Lunch Break.</li> <li>• <code>off_work</code>: Off Work.</li> </ul>
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

**Table 33.**

Parameter	Type	Description
status	Integer	<p>The extension online status on the endpoint (except for SIP endpoint).</p> <div>  <b>Note:</b>  The extension online status on <b>SIP endpoint</b> is returned in the <a href="#">status_list</a> parameter. </div> <ul style="list-style-type: none"> <li>• <code>0</code>: Offline.</li> <li>• <code>1</code>: Online.</li> </ul>

**Table 33. (continued)**

Parameter	Type	Description
ext_dev_type	String	<p>The type of online devices.</p> <ul style="list-style-type: none"> <li>• <code>sip</code>: SIP endpoint.</li> <li>• <code>linkusdesktop</code>: Linkus Desktop Client.</li> <li>• <code>linkusmobile</code>: Linkus Mobile Client.</li> <li>• <code>linkusweb</code>: Linkus Web Client.</li> </ul>
status_list	Array< <a href="#">Status_List</a> >	<p>The extension online status on SIP endpoint.</p> <div>  <b>Note:</b>            This parameter is only returned when the extension is registered on an SIP endpoint.         </div>

## Status\_List

**Table 34.**

Parameter	Type	Description
status	Integer	<p>The extension online status on the SIP endpoint.</p> <ul style="list-style-type: none"> <li>• <code>0</code>: Offline.</li> <li>• <code>1</code>: Online.</li> </ul>
ip	String	<p>The IP address and SIP port of the SIP endpoint.</p> <p>For example, <code>192.168.28.190:5060</code>.</p>
linkus_dev_type	String	<p>The type of online Linkus Mobile Client and Linkus Pad Client (SDK).</p> <ul style="list-style-type: none"> <li>• <code>ios</code>: Linkus Mobile Client for iOS.</li> <li>• <code>android</code>: Linkus Mobile Client for Android.</li> <li>• <code>ipad</code>: Linkus Pad Client (SDK) for iOS.</li> <li>• <code>pad</code>: Linkus Pad Client (SDK) for Android.</li> </ul>



## Examples

### Request example

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

Host: yeastardocs.example.yeastarcloud.com
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "total_number": 12,
  "data": [
    {
      "id": 238,
      "online_status": {
        "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"
    },
    {
        "id": 223,
        "online_status": {

            "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"
    },
    {
        "id": 227,
        "online_status": {

            "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"
},
{
    "id": 229,
    "online_status": {
        "sip_phone": {
            "status": 0,
            "ext_dev_type": "sip"
        },
        "linkus_desktop": {
            "status": 0
        },
        "linkus_mobile": {
            "status": 0
        },
        "linkus_web": {
            //Extension
            "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"
}

```

2003 is logged in to Linkus Web Client.

```

    }
  ]
}
```

## 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

**Table 35.**


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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>number</code></li> <li>• <code>caller_id_name</code></li> <li>• <code>email_addr</code></li> <li>• <code>mobile_number</code></li> <li>• <code>presence_status</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>
search_value	No	String	Search keyword.

### Response parameters

**Table 36.**

Parameter	Type	Description
errcode	Integer	Returned error code.

**Table 36. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total of the searched extensions.
data	Array< <a href="#">Ext_Basicinfo</a> >	The basic information of the extension.

**Ext\_Basicinfo****Table 37.**



Parameter	Type	Description
id	Integer	Extension ID.
online_status	Object< <a href="#">Online_Status</a> >	Extension Online Status on the following endpoints. <ul style="list-style-type: none"> <li>• sip_phone: SIP endpoint.</li> <li>• linkus_desktop: Linkus Desktop Client.</li> <li>• linkus_mobile: Linkus Mobile Client.</li> <li>• linkus_web: Linkus Web Client.</li> </ul>
presence_statuses	String	Extension Presence. <ul style="list-style-type: none"> <li>• available: Available.</li> <li>• away: Away.</li> <li>• business_trip: Business Trip</li> <li>• do_not_disturb: Do Not Disturb (DND).</li> <li>• lunch: Lunch Break.</li> <li>• off_work: Off Work.</li> </ul>
number	String	Extension Number.
caller_id_name	String	Caller ID Name.

**Table 37. (continued)**

Parameter	Type	Description
role_name	String	User Role.
email_addr	String	Email Address.
mobile_number	String	Mobile Number.

## Online\_Status

**Table 38.**

Parameter	Type	Description
status	Integer	<p>The extension online status on the endpoint (expect for SIP endpoint).</p> <div>  <b>Note:</b>            The extension online status on <b>SIP endpoint</b> is returned in the <a href="#">status_list</a> parameter.         </div> <ul style="list-style-type: none"> <li>• 0: Offline.</li> <li>• 1: Online.</li> </ul>
ext_dev_type	String	<p>The type of online devices.</p> <ul style="list-style-type: none"> <li>• sip: SIP endpoint.</li> <li>• linkusdesktop: Linkus Desktop Client.</li> <li>• linkusmobile: Linkus Mobile Client.</li> <li>• linkusweb: Linkus Web Client.</li> </ul>
status_list	Array< <a href="#">Status_List</a> >	<p>The extension online status on SIP endpoint.</p> <div>  <b>Note:</b>            This parameter is only returned when the extension is registered on an SIP endpoint.         </div>

## Status\_List

**Table 39.**

Parameter	Type	Description
status	Integer	The extension online status on the SIP endpoint.  <ul style="list-style-type: none"> <li>• 0: Offline.</li> <li>• 1: Online.</li> </ul>
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).  <ul style="list-style-type: none"> <li>• ios: Linkus Mobile Client for iOS.</li> <li>• android: Linkus Mobile Client for Android.</li> <li>• ipad: Linkus Pad Client (SDK) for iOS.</li> <li>• pad: Linkus Pad Client (SDK) for Android.</li> </ul>

## 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
oAp9s3hYXSWgD5ZdOAhpGNvgnl8Suf HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "total_number": 1,
  "data": [
    {
      "id": 238,
      "online_status": {
```

```

        "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"
}
]
}

```



## 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

**Table 40.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of an extension.  <div>  <b>Note:</b>            You can query extension's ID using <a href="#">Search Specific Extensions</a>.         </div>

### Response parameters

**Table 41.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object <a href="#">&lt;Ext_DetailInfo&gt;</a>	The detailed information of an extension.

### Ext\_DetailInfo

Parameter	Type	Description
id	Integer	Extension ID.
type	String	Extension type.  • <code>SIP</code> : SIP extension
first_name	String	First name.
last_name	String	Last name.
email_addr	String	Email address.
mobile_number	String	Mobile number.
organization_list	Array < <a href="#">Organization Info</a> >	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.
number	String	Extension number.
caller_id	String	Caller ID.
reg_name	String	Registration name.
reg_password	String	Registration password.
concurrent_registrations	Integer	SIP endpoint concurrent registrations.  • <code>1</code> • <code>2</code> • <code>3</code>
presence_status	String	The current presence status of the extension.  • <code>available</code> : Available • <code>away</code> : Away • <code>business_trip</code> : Business Trip • <code>do_not_disturb</code> : Do Not Disturb (DND) • <code>lunch</code> : Lunch Break • <code>off_work</code> : Off Work
presence_list	Array < <a href="#">Presence Setting</a> >	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.

Parameter	Type	Description
		By default, the extension number will be announced.
enb_vm	Integer	Whether the voicemail is enabled. <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
enb_vm_pin	Integer	Whether the voicemail PIN authentication is enabled. <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
vm_pin	String	The PIN code to access voicemail.
new_vm_notification	String	Whether the extension user will be notified when receiving a new voicemail message, and how to notify. <ul style="list-style-type: none"> <li>• no: Do not send email notifications.</li> <li>• with_attach: Send a notification email with the new voicemail message attached as a .wav file.</li> <li>• without_attach: Send a notification email without attaching the new voicemail message.</li> </ul>
vm_after_notification	String	How to deal with the voicemail message after sending an email to notify the extension. <ul style="list-style-type: none"> <li>• no: Keep the voicemail message in mailbox as unread.</li> <li>• mark_read: Keep the voicemail message in mailbox as read.</li> <li>• delete: Delete the voicemail message.</li> </ul>
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). <ul style="list-style-type: none"> <li>• 0: Disabled. When an incoming call is rejected on one endpoint, other endpoints still ring.</li> <li>• 1: Enabled. When an incoming call is rejected on one endpoint, other endpoints will stop ringing.</li> </ul>
dtmf_mode	String	DTMF mode.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>rfc4733</code>: RFC4733 (RFC2833)</li> <li>• <code>info</code>: Info</li> <li>• <code>inband</code>: Inband</li> <li>• <code>auto</code>: Auto</li> </ul>
<code>transport</code>	String	Transport protocol. <ul style="list-style-type: none"> <li>• <code>udp</code>: UDP protocol</li> <li>• <code>tcp</code>: TCP protocol</li> <li>• <code>tls</code>: TLS protocol</li> </ul>
<code>enb_qualify</code>	Integer	Whether the Qualify is enabled. <ul style="list-style-type: none"> <li>• <code>0</code>: Disabled</li> <li>• <code>1</code>: Enabled</li> </ul>
<code>enb_t38_support</code>	Integer	Whether the T.38 fax is enabled. <ul style="list-style-type: none"> <li>• <code>0</code>: Disabled</li> <li>• <code>1</code>: Enabled</li> </ul>
<code>enb_srtp</code>	Integer	Whether the SRTP is enabled. <ul style="list-style-type: none"> <li>• <code>0</code>: Disabled</li> <li>• <code>1</code>: Enabled</li> </ul>
<code>disable_outb_call</code>	Integer	Whether outbound call is allowed. <ul style="list-style-type: none"> <li>• <code>0</code>: Allow to make outbound calls.</li> <li>• <code>1</code>: NOT allowed to make outbound calls.</li> </ul>
<code>disable_outb_call_outside_business_hours</code>	Integer	Whether outbound call outside Business Hours is allowed. <ul style="list-style-type: none"> <li>• <code>0</code>: Allow to make outbound calls outside Business Hours.</li> <li>• <code>1</code>: NOT allowed to make outbound calls outside Business Hours.</li> </ul>
<code>disable_international_call</code>	Integer	Whether international call is allowed. <ul style="list-style-type: none"> <li>• <code>0</code>: Allow to make international calls.</li> <li>• <code>1</code>: NOT allowed to make international calls.</li> </ul>
<code>outbound_route_permission</code>	Array <Integer>	The unique ID(s) of outbound route(s) that the extension is allowed to use.
<code>enb_mobile_client</code>	Integer	Whether the Linkus Mobile Client is enabled.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
enb_web_client	Integer	Whether the Linkus Web Client is enabled. <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
enb_desktop_client	Integer	Whether the Linkus Desktop Client is enabled. <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
enb_pad_client	Integer	Whether the Linkus Pad Client (SDK) is enabled. <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
enb_internal_client	Integer	Reserved.
linkus_mobile_codec	String	Codec for Linkus Mobile Client. <ul style="list-style-type: none"> <li>• ulaw</li> <li>• alaw</li> <li>• ilbc</li> <li>• g722</li> <li>• g729</li> <li>• opus</li> </ul>

## Organization\_Info

**Table 42.**

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. <ul style="list-style-type: none"> <li>• available: Available</li> <li>• away: Away</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li><code>business_trip</code>: Business Trip</li> <li><code>do_not_disturb</code>: Do Not Disturb (DND)</li> <li><code>lunch</code>: Lunch Break</li> <li><code>off_work</code>: Off Work</li> </ul>
<code>enb_in_always_forward</code>	Integer	<p>Whether internal incoming calls will always be forwarded to a specific destination (<b>Always</b> condition).</p> <ul style="list-style-type: none"> <li><code>0</code>: Disabled</li> <li><code>1</code>: Enabled</li> </ul>
<code>in_always_forwarded_dest</code>	String	<p>The destination type for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>in_always_forwarded_prefix</code>	String	<p>The parameter returns different values depending on the destination type for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>in_always_forwarded_value</code>	String	<p>The destination for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this</li> </ul>

Parameter	Type	Description
		<p>parameter returns the unique ID of the destination.</p> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
in_always_forward_num	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Always</b> condition.
enb_in_no_answer_forward	Integer	<p>Whether internal incoming calls will be forwarded to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
in_no_answer_forward_dest	String	<p>The destination type for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul>
in_no_answer_forward_prefix	String	<p>The parameter returns different values depending on the destination type for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
in_no_answer_forward_value	String	<p>The destination for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID <code>2</code>.</p>
<code>in_no_answer_for_ward_num</code>	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>No Answer</b> condition.
<code>enb_in_busy_for_ward</code>	Integer	<p>Whether internal incoming calls will be forwarded to a specific destination when the extension is busy (<b>Busy</b> condition).</p> <ul style="list-style-type: none"> <li><code>0</code>: Disabled</li> <li><code>1</code>: Enabled</li> </ul>
<code>in_busy_forward_dest</code>	String	<p>The destination type for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>in_busy_forward_prefix</code>	String	<p>The parameter returns different values depending on the destination type for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>in_busy_forward_value</code>	String	The destination for internal call forwarding in <b>Busy</b> condition.



Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>in_busy_forward_num</code>	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Busy</b> condition.
<code>enb_ex_always_forward</code>	Integer	<p>Whether external incoming calls will always be forwarded to a specific destination (<b>Always</b> condition).</p> <ul style="list-style-type: none"> <li>0: Disabled</li> <li>1: Enabled</li> </ul>
<code>ex_always_forward_dest</code>	String	<p>The destination type for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>ex_always_forward_prefix</code>	String	<p>The parameter returns different values depending on the destination type for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>

Parameter	Type	Description
ex_always_forward_value	String	<p>The destination for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID <code>2</code>.</p>
ex_always_forward_num	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>Always</b> condition.
enb_ex_no_answer_forward	Integer	<p>Whether external incoming calls will be forwarded to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <ul style="list-style-type: none"> <li><code>0</code>: Disabled</li> <li><code>1</code>: Enabled</li> </ul>
ex_no_answer_forward_dest	String	<p>The destination type for external call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
ex_no_answer_forward_prefix	String	<p>The parameter returns different values depending on the destination type for external call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>ex_no_answer_forward_value</code>	String	<p>The destination for external call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>ex_no_answer_forward_num</code>	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>No Answer</b> condition.
<code>enb_ex_busy_forward</code>	Integer	Whether external incoming calls will be forwarded to a specific destination when the extension is busy ( <b>Busy</b> condition).
<code>ex_busy_forward_dest</code>	String	<p>The destination type for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>ex_busy_forward_prefix</code>	String	<p>The parameter returns different values depending on the destination type for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>ex_busy_forward_value</code>	String	<p>The destination for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>ex_busy_forward_num</code>	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>Busy</b> condition.
<code>ring_timeout</code>	Integer	The ringing timeout for incoming calls ( <b>Unit</b> : Second).
<code>enb_ring_mobile</code>	Integer	<p>Whether the mobile phone will ring simultaneously when the extension rings.</p> <ul style="list-style-type: none"> <li>0: Disabled</li> <li>1: Enabled</li> </ul>
<code>mobile_prefix</code>	String	The dial-out prefix of the mobile number for the "Ring the Mobile Number Simultaneously" feature.
<code>mobile_number</code>	String	Mobile number.

## Examples

### Request example

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

```
GET /
openapi/v1.0/extension/get?id=39&access_token=q0GyBcsg08FsXWxPpzAJVW33vd0Op
nUz

Host: yeastardocs.example.yeastarcloud.com
```

### 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_qualify": 1,
    "enb_srtp": 0,
    "enb_t38_support": 0,
    "transport": "udp",
    "enb_vm": 1,
    "enb_vm_pin": 1,
    "vm_pin": "6666",
    "new_vm_notification": "with_attach",
    "vm_after_notification": "delete",

    "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",
    "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
    },
    {
        "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
},
{
    "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
    },
    {
        "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
    },
    {
        "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
    },

```

```

    {
        "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_all_reject_mode_for_endpoints": 1,
    "linkus_mobile_codec": "g729"
}

```

## 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

**Table 43.**

Parameter	Required	Type	Description
ids	Yes	String	<p>The unique ID(s) of extension(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query extension's ID using <a href="#">Search Specific Extensions</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

### Response parameters

**Table 44.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Array <Ext_DetailInfo>	The detailed information of extension.

## Ext\_DetailInfo

Parameter	Type	Description
id	Integer	Extension ID.
type	String	Extension type.  • <code>SIP</code> : SIP extension
first_name	String	First name.
last_name	String	Last name.
email_addr	String	Email address.
mobile_number	String	Mobile number.
organization_list	Array <a href="#">&lt;Organization_Info&gt;</a>	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.
number	String	Extension number.
caller_id	String	Caller ID.
reg_name	String	Registration name.
reg_password	String	Registration password.
concurrent_registrations	Integer	IP phone concurrent registrations.  • 1 • 2 • 3
presence_status	String	The extension presence status.  • <code>available</code> : Available • <code>away</code> : Away • <code>business_trip</code> : Business Trip • <code>do_not_disturb</code> : Do Not Disturb (DND) • <code>lunch</code> : Lunch Break • <code>off_work</code> : Off Work
presence_list	Array <a href="#">&lt;Presence_Setting&gt;</a>	The list of the presence settings.
agent_id	String	The agent ID that will be announced in the greeting prompt to callers when their

Parameter	Type	Description
		<p>inbound calls are answered by queue agent.</p> <p>By default, the extension number will be announced.</p>
enb_vm	Integer	<p>Whether the voicemail is enabled.</p> <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
enb_vm_pin	Integer	<p>Whether the voicemail PIN authentication is enabled.</p> <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
vm_pin	String	The PIN code to access voicemail.
new_vm_notification	String	<p>Whether to notify the extension when receiving a new voicemail message, and how to notify.</p> <ul style="list-style-type: none"> <li>• <code>no</code>: Do not send email notifications.</li> <li>• <code>with_attach</code>: Send a notification email with the new voicemail message attached as a <code>.wav</code> file.</li> <li>• <code>without_attach</code>: Send a notification email without attaching the new voicemail message.</li> </ul>
vm_after_notification	String	<p>How to deal with voicemail message after sending an email to notify the extension.</p> <ul style="list-style-type: none"> <li>• <code>no</code>: Keep the voicemail message in mailbox as unread.</li> <li>• <code>mark_read</code>: Keep the voicemail message in mailbox as read.</li> <li>• <code>delete</code>: Delete the voicemail message.</li> </ul>
enb_all_reject_mode_for_endpoints	Integer	<p>Whether other endpoints will stop ringing when the incoming call is rejected on one of the endpoints (with the extension registered).</p> <ul style="list-style-type: none"> <li>• 0: Disabled. When an incoming call is rejected on one endpoint, other endpoints still ring.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>1</b>: Enabled. When an incoming call is rejected on one endpoint, other endpoints will stop ringing.</li> </ul>
dtmf_mode	String	DTMF mode. <ul style="list-style-type: none"> <li>• <b>rfc4733</b>: RFC4733 (RFC2833)</li> <li>• <b>info</b>: Info</li> <li>• <b>inband</b>: Inband</li> <li>• <b>auto</b>: Auto</li> </ul>
transport	String	Transport protocol. <ul style="list-style-type: none"> <li>• <b>udp</b>: UDP protocol</li> <li>• <b>tcp</b>: TCP protocol</li> <li>• <b>tls</b>: TLS protocol</li> </ul>
enb_qualify	Integer	Whether the Qualify is enabled. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
enb_t38_support	Integer	Whether the T.38 fax is enabled. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
enb_srtp	Integer	Whether the SRTP is enabled. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
disable_outb_call	Integer	Whether outbound call is allowed. <ul style="list-style-type: none"> <li>• <b>0</b>: Allow to make outbound calls.</li> <li>• <b>1</b>: NOT allowed to make outbound calls.</li> </ul>
disable_outb_call_outside_business_hours	Integer	Whether outbound call outside Business Hours is allowed. <ul style="list-style-type: none"> <li>• <b>0</b>: Allow to make outbound calls outside Business Hours.</li> <li>• <b>1</b>: NOT allowed to make outbound calls outside Business Hours.</li> </ul>
disable_international_call	Integer	Whether international call is allowed. <ul style="list-style-type: none"> <li>• <b>0</b>: Allow to make international calls.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>1</b>: NOT allowed to make international calls.</li> </ul>
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. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
enb_web_client	Integer	Whether the Linkus Web Client is enabled. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
enb_desktop_client	Integer	Whether the Linkus Desktop Client is enabled. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
enb_pad_client	Integer	Whether the Linkus Pad Client (SDK) is enabled. <ul style="list-style-type: none"> <li>• <b>0</b>: Disabled</li> <li>• <b>1</b>: Enabled</li> </ul>
enb_internal_client	Integer	Reserved.
linkus_mobile_codec	String	Codec for Linkus Mobile Client. <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> <li>• <code>ilbc</code></li> <li>• <code>g722</code></li> <li>• <code>g729</code></li> <li>• <code>opus</code></li> </ul>

## Organization\_Info

**Table 45.**

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	<p>Extension presence.</p> <ul style="list-style-type: none"> <li>• <code>available</code>: Available</li> <li>• <code>away</code>: Away</li> <li>• <code>business_trip</code>: Business Trip</li> <li>• <code>do_not_disturb</code>: Do Not Disturb (DND)</li> <li>• <code>lunch</code>: Lunch Break</li> <li>• <code>off_work</code>: Off Work</li> </ul>
enb_in_always_forward	Integer	<p>Whether internal incoming calls will always be forwarded to a specific destination (<b>Always</b> condition).</p> <ul style="list-style-type: none"> <li>• <code>0</code>: Disabled</li> <li>• <code>1</code>: Enabled</li> </ul>
in_always_forward_dest	String	<p>The destination type for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul>
in_always_forward_prefix	String	<p>The parameter returns different values depending on the destination type for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
in_always_forward_value	String	<p>The destination for internal call forwarding in <b>Always</b> condition.</p>



Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>in_always_forward_num</code>	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Always</b> condition.
<code>enb_in_no_answer_forward</code>	Integer	<p>Whether internal incoming calls will be forwarded to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <ul style="list-style-type: none"> <li>0: Disabled</li> <li>1: Enabled</li> </ul>
<code>in_no_answer_forward_dest</code>	String	<p>The destination type for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>in_no_answer_forward_prefix</code>	String	<p>The parameter returns different values depending on the destination type for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>

Parameter	Type	Description
in_no_answer_forward_value	String	<p>The destination for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID <code>2</code>.</p>
in_no_answer_forward_num	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>No Answer</b> condition.
enb_in_busy_forward	Integer	<p>Whether internal incoming calls will be forwarded to a specific destination when the extension is busy (<b>Busy</b> condition).</p> <ul style="list-style-type: none"> <li><code>0</code>: Disabled</li> <li><code>1</code>: Enabled</li> </ul>
in_busy_forward_dest	String	<p>The destination type for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
in_busy_forward_prefix	String	<p>The parameter returns different values depending on the destination type for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>in_busy_forward_value</code>	String	<p>The destination for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>in_busy_forward_num</code>	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Busy</b> condition.
<code>enb_ex_always_forward</code>	Integer	<p>Whether external incoming calls will always be forwarded to a specific destination (<b>Always</b> condition).</p> <ul style="list-style-type: none"> <li>0: Disabled</li> <li>1: Enabled</li> </ul>
<code>ex_always_forward_dest</code>	String	<p>The destination type for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>ex_always_forward_prefix</code>	String	<p>The parameter returns different values depending on the destination type for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the</li> </ul>

Parameter	Type	Description
		<p>dial-out prefix of the external destination number.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>ex_always_forward_value</code>	String	<p>The destination for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>ex_always_forward_num</code>	String	<p>The external number of the <code>external_num</code> destination for external call forwarding in <b>Always</b> condition.</p>
<code>enb_ex_no_answer_forward</code>	Integer	<p>Whether external incoming calls will be forwarded to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <ul style="list-style-type: none"> <li>0: Disabled</li> <li>1: Enabled</li> </ul>
<code>ex_no_answer_forward_dest</code>	String	<p>The destination type for external call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>ex_no_answer_forward_prefix</code>	String	<p>The parameter returns different values depending on the destination type for external call forwarding in <b>No Answer</b> condition.</p>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>ex_no_answer_forward_value</code>	String	<p>The destination for external call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>ex_no_answer_forward_num</code>	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>No Answer</b> condition.
<code>enb_ex_busy_forward</code>	Integer	Whether external incoming calls will be forwarded to a specific destination when the extension is busy ( <b>Busy</b> condition).
<code>ex_busy_forward_dest</code>	String	<p>The destination type for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul>
<code>ex_busy_forward_prefix</code>	String	The parameter returns different values depending on the destination type for external call forwarding in <b>Busy</b> condition.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter returns the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the greeting.</li> </ul>
<code>ex_busy_forward_value</code>	String	<p>The destination for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p>
<code>ex_busy_forward_num</code>	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>Busy</b> condition.
<code>ring_timeout</code>	Integer	The ringing timeout for incoming calls ( <b>Unit:</b> Second).
<code>enb_ring_mobile</code>	Integer	<p>Whether the mobile phone will ring simultaneously when the extension rings.</p> <ul style="list-style-type: none"> <li>0: Disabled</li> <li>1: Enabled</li> </ul>
<code>mobile_prefix</code>	String	The dial-out prefix of the mobile number for the "Ring the Mobile Number Simultaneously" feature.
<code>mobile_number</code>	String	Mobile number.

## 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: yeastardocs.example.yeastarcloud.com

## 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_qualify": 1,
      "enb_srtp": 0,
      "enb_t38_support": 0,
      "transport": "udp",
      "enb_vm": 1,
      "enb_vm_pin": 1,
      "vm_pin": "6666",
      "new_vm_notification": "with_attach",
      "vm_after_notification": "delete",

      "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",
      "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
},
{
  "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
},
{
    "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
    },
    {
        "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
  },
  {
    "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
    },
    {
        "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_all_reject_mode_for_endpoints": 1,
"linkus_mobile_codec": "g729"

```

```

}
},
{
  "id": 223,
  "first_name": "Phillip Huff",
  "email_addr": "phillip@sample.com",
  "role_id": 1,
  "caller_id": "2001",
  "title": "",
  "reg_name": "1QSg2E8zd4",
  "reg_password": "",
  "concurrent_registrations": 1,
  "type": "SIP",
  "number": "2001",
  "dtmf_mode": "rfc4733",

  "enb_qualify": 1,
  "enb_srtp": 0,
  "enb_t38_support": 0,
  "transport": "udp",
  "enb_vm": 1,
  "enb_vm_pin": 1,
  "vm_pin": "0532",
  "new_vm_notification": "no",
  "vm_after_notification": "no",

  "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",
  "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": "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": "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
  },
  {
    "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": "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
  },
  {
    "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
    },
    {
        "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
    },
    {
        "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
    },
    {

```

```

        "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_all_reject_mode_for_endpoints": 1,
"linkus_mobile_codec": "g729"
}
]
}

```

## Add an Extension



Add and configure a SIP extension.

### Request URL





```
POST {base\_url}/{api\_path}/extension/create?access_token={access\_token}
```

### Request parameters



**Table 46.**

Parameter	Required	Type	Description
type	Yes	String	Extension type. <b>Valid value:</b> <code>SIP</code>
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.  <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• Must contain numbers, uppercase, and lowercase letters.</li> <li>• Do not allow four consecutive digits, four same digits, extension number, first name, or last name.</li> <li>• The minimum character length is 10 and the maximum is 63.</li> </ul> </div>
role_id	No	Integer	The ID of a user role.  <div>  <b>Note:</b> <p>You can query user role's ID using <a href="#">Get Menu Options</a>.</p> </div>
organization_list	No	Array <a href="#">&lt;Organization_Info&gt;</a>	The organization(s) to which the extension belongs.


**Table 46. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> This parameter is required if the <b>Organization Management</b> feature is enabled.
title	No	String	The job title of the extension user.
number	Yes	String	Extension number.   <b>Note:</b> <ul style="list-style-type: none"> <li>• Only numbers are allowed.</li> <li>• The maximum character length is 7.</li> </ul>
caller_id	No	String	Caller ID.   <b>Note:</b> <ul style="list-style-type: none"> <li>• Numbers, letters, and special characters ( ) . - + * # are allowed.</li> <li>• The maximum character length is 31.</li> </ul>
reg_name	Yes	String	Registration name.   <b>Note:</b> The maximum character length is 63.
reg_password	Yes	String	Registration password.   <b>Note:</b> <ul style="list-style-type: none"> <li>• Must contain numbers, uppercase, and lowercase letters.</li> <li>• Do not allow four consecutive digits, four same digits, extension number, first name, or last name.</li> </ul>

**Table 46. (continued)**

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>The minimum character length is 10 and the maximum is 63.</li> </ul>
concurrent_registrations	Yes	Integer	IP phone concurrent registrations. <b>Valid value:</b> <ul style="list-style-type: none"> <li>1 (default)</li> <li>2</li> <li>3</li> </ul>
presence_status	Yes	String	The current presence status of the extension. <b>Valid value:</b> <ul style="list-style-type: none"> <li>available: Available</li> <li>away: Away</li> <li>business_trip: Business Trip</li> <li>do_not_disturb: Do Not Disturb (DND)</li> <li>lunch: Lunch Break</li> <li>off_work: Off Work</li> </ul>
presence_list	No	Array <a href="#">&lt;Presence_Setting&gt;</a>	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.   <b>Note:</b> Agent ID will be announced when <b>Agent ID Announcement</b> is enabled for queues on PBX web portal (Path: <b>Call Features &gt; Queue &gt; Preferences &gt; Announcement</b> ).
enb_vm	No	Integer	Whether to enable the voicemail.  <b>Valid value:</b>


**Table 46. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_vm_pin	No	Integer	<p>Whether to enable the voicemail PIN authentication.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
vm_pin	No	String	The PIN code to access voicemail.
new_vm_notification	No	String	<p>Whether to notify the extension when receiving a new voicemail message, and how to notify.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>no</code>: Do not send email notifications.</li> <li>• <code>with_attach</code>: Send a notification email with the new voicemail message attached as a <code>.wav</code> file.</li> <li>• <code>without_attach</code>: Send a notification email without attaching the new voicemail message.</li> </ul>
vm_after_notification	No	String	<p>How to deal with the voicemail message after sending an email to notify the extension.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>no</code>: Keep the voicemail message in mailbox as unread.</li> <li>• <code>mark_read</code>: Keep the voicemail message in mailbox as read.</li> <li>• <code>delete</code>: Delete the voicemail message.</li> </ul> <div>  <p><b>Note:</b> This value is supported only when <code>new_vm_notification</code> is set to <code>with_attach</code>.</p> </div>
enb_all_reject_mode_for_endpoints	No	Integer	<p>Whether to stop ringing other endpoints when an incoming call is rejected on one of the endpoints (with the extension registered).</p> <p><b>Valid value:</b></p>

**Table 46. (continued)**


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>0</code>: Disable. When an incoming call is rejected on one endpoint, other endpoints still ring.</li> <li>• <code>1</code>: Enable. When an incoming call is rejected on one endpoint, other endpoints stop ringing.</li> </ul>
<code>dtmf_mode</code>	No	String	DTMF mode. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>rfc4733</code>: RFC4733 (RFC2833)</li> <li>• <code>info</code>: Info</li> <li>• <code>inband</code>: Inband</li> <li>• <code>auto</code>: Auto</li> </ul>
<code>transport</code>	No	String	Transport protocol. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code>: UDP protocol</li> <li>• <code>tcp</code>: TCP protocol</li> <li>• <code>tls</code>: TLS protocol</li> </ul>
<code>enb_qualify</code>	No	Integer	Whether to enable Qualify. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
<code>enb_t38_support</code>	No	Integer	Whether to support T.38 fax. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
<code>enb_srtp</code>	No	Integer	Whether to enable SRTP. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
<code>disable_outb_call</code>	No	Integer	Whether to restrict the extension from making outbound calls. <b>Valid value:</b>

**Table 46. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 0: Allow to make outbound calls.</li> <li>• 1: NOT allowed to make outbound calls.</li> </ul>
disable_outb_call_outside_business_hours	No	Integer	<p>Whether to restrict the extension from making outbound calls outside Business Hours.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Allow to make outbound calls outside Business Hours.</li> <li>• 1: NOT allowed to make outbound calls outside Business Hours.</li> </ul>
disable_international_call	No	Integer	<p>Whether to restrict the extension from making international calls.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Allow to make international calls.</li> <li>• 1: NOT allowed to make international calls.</li> </ul>
outbound_route_permission	No	Array <Integer>	<p>The unique ID(s) of outbound route(s) that the extension is allowed to use.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query outbound route's ID using <a href="#">Search Specific Outbound Routes</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
enb_mobile_client	No	Integer	<p>Whether to enable Linkus Mobile Client.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_desktop_client	No	Integer	<p>Whether to enable Linkus Desktop Client.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_web_client	No	Integer	<p>Whether to enable Linkus Web Client.</p>




**Table 46. (continued)**


Parameter	Required	Type	Description
			<b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_pad_client	No	Integer	Whether to enable Linkus Pad Client (SDK). <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul> <div>  <b>Note:</b>            This option takes effect ONLY when you have integrated the <a href="#">Linkus SDK for Android</a> or <a href="#">Linkus SDK for iOS</a>.         </div>
linkus_mobile_codec	No	String	Set codec for Linkus Mobile Client. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• ulaw</li> <li>• alaw</li> <li>• ilbc</li> <li>• g722</li> <li>• g729</li> <li>• opus</li> </ul>


## Organization\_Info


**Table 47.**


Parameter	Required	Type	Description
value	Yes	String	The unique ID of an organization. <div>  <b>Note:</b>            You can query organization's ID using <a href="#">Get Menu Options</a>.         </div>


## Presence\_Setting



Parameter	Required	Type	Description
status	Yes	String	<p>Extension presence.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>available</code>: Available</li> <li>• <code>away</code>: Away</li> <li>• <code>business_trip</code>: Business Trip</li> <li>• <code>do_not_disturb</code>: Do Not Disturb (DND)</li> <li>• <code>lunch</code>: Lunch Break</li> <li>• <code>off_work</code>: Off Work</li> </ul>
enb_in_always_forward	No	Integer	<p>Whether to always forward internal incoming calls to a specific destination (<b>Always</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
in_always_forward_dest	No	String	<p>The destination type for internal call forwarding in <b>Always</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <p><b>Note:</b> When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.</p> </div>



Parameter	Required	Type	Description
in_always_for ward_prefix	No	String	<p>The parameter defines different settings depending on the destination type for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
in_always_for ward_value	No	String	<p>The destination for internal call forwarding in <b>Always</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>◦ You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>◦ You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
in_always_for ward_num	No	String	<p>The external number of the <code>external_num</code> destination for internal call forwarding in <b>Always</b> condition.</p>

Parameter	Required	Type	Description
enb_in_no_answer_forward	No	Integer	<p>Whether to forward internal calls to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
in_no_answer_forward_dest	No	String	<p>The destination type for internal call forwarding in <b>No Answer</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <p><b>Note:</b> When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.</p> </div>
in_no_answer_forward_prefix	No	String	<p>The parameter defines different settings depending on the destination type for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter</li> </ul>



Parameter	Required	Type	Description
			defines the play count of the greeting. The valid value is 1 - 5.
in_no_answer_forward_value	No	String	<p>The destination for internal call forwarding in <b>No Answer</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
in_no_answer_forward_num	No	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>No Answer</b> condition.
enb_in_busy_forward	No	Integer	<p>Whether to forward internal calls to a specific destination when the extension is busy (<b>Busy</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable</li> <li>1: Enable</li> </ul>
in_busy_forward_dest	No	String	<p>The destination type for internal call forwarding in <b>Busy</b> condition.</p> <p><b>Valid value:</b></p>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul> <div>  <b>Note:</b>  When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information. </div>
<code>in_busy_forward_prefix</code>	No	String	<p>The parameter defines different settings depending on the destination type for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>in_busy_forward_value</code>	No	String	<p>The destination for internal call forwarding in <b>Busy</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>,</li> </ul>


Parameter	Required	Type	Description
			<p>or <code>group_vm</code>, 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.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>in_busy_forward_num</code>	No	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Busy</b> condition.
<code>enb_ex_always_forward</code>	No	Integer	<p>Whether to always forward external calls to a specific destination (<b>Always</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable</li> <li>1: Enable</li> </ul>
<code>ex_always_forward_dest</code>	No	String	<p>The destination type for external call forwarding in <b>Always</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring Group</li> <li><code>queue</code>: Queue</li> <li><code>group_vm</code>: Group Voicemail</li> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul> <div>  <b>Note:</b> </div>


Parameter	Required	Type	Description
			 When the destination type is <code>ext_vm</code> or <code>mobile_number</code> , the system will automatically retrieve the corresponding destination value from the extension information.
<code>ex_always_forward_prefix</code>	No	String	<p>The parameter defines different settings depending on the destination type for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>ex_always_forward_value</code>	No	String	<p>The destination for external call forwarding in <b>Always</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination</li> </ul> </div>



Parameter	Required	Type	Description
			 options using <a href="#">Get Menu Options</a> .
ex_always_forward_num	No	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>Always</b> condition.
enb_ex_no_answer_forward	No	Integer	<p>Whether to forward external calls to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
ex_no_answer_forward_dest	No	String	<p>The destination type for external call forwarding in <b>No Answer</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <p>  <b>Note:</b> When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.         </p>
ex_no_answer_forward_prefix	No	String	The parameter defines different settings depending on the destination type for external call forwarding in <b>No Answer</b> condition.

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>ex_no_answer_forward_value</code>	No	String	<p>The destination for external call forwarding in <b>No Answer</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>ex_no_answer_forward_num</code>	No	String	<p>The external number of the <code>external_num</code> destination for external call forwarding in <b>No Answer</b> condition.</p>
<code>enb_ex_busy_forward</code>	No	Integer	<p>Whether to forward external calls to a specific destination when the extension is busy (<b>Busy</b> condition).</p> <p><b>Valid value:</b></p>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
ex_busy_forward_dest	No	String	<p>The destination type for external call forwarding in <b>Busy</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <b>Note:</b>            When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.         </div>
ex_busy_forward_prefix	No	String	<p>The parameter defines different settings depending on the destination type for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
ex_busy_forward_value	No	String	<p>The destination for external call forwarding in <b>Busy</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>ex_busy_forward_num</code>	No	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>Busy</b> condition.
<code>ring_timeout</code>	Yes	Integer	The ringing timeout for incoming calls ( <b>Unit:</b> Second). <b>Valid value:</b> 5 - 300
<code>enb_ring_mobile</code>	No	Integer	Whether the mobile phone will ring simultaneously when the extension rings. <b>Valid value:</b> <ul style="list-style-type: none"> <li>0: Disable</li> <li>1: Enable</li> </ul>

## Response parameters

**Table 48.**

Parameter	Type	Description
<code>errcode</code>	Integer	Returned error code.

**Table 48. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
id	Integer	The unique ID of the extension.

## Examples

### Request example

```
POST /
openapi/v1.0/extension/create?access_token=q0GyBcsg08FsXWxPpzAJVW33vd0OpnU
z

Host: yeastardocs.example.yeostarcloud.com
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,
  "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",
```

```

"agent_id": "5630",
"enb_vm": 1,
"enb_vm_pin": 1,
"vm_pin": "8573",
"new_vm_notification": "with_attach",
"vm_after_notification": "delete",
"enb_all_reject_mode_for_endpoints": 0,
"disable_international_call": 1,
"disable_outb_call_outside_business_hours": 1,
"disable_outb_call": 0,
"outbound_route_permission": [69],
"enb_mobile_client": 1,
"enb_desktop_client": 1,
"enb_web_client": 1,
"enb_pad_client": 1,
"linkus_mobile_codec": "g729",

"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
    },
    {
        "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
    },
    {

```

```

        "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
    },
    {
        "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
  },
  {
    "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
    },
    {
        "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
    }
]
}

```

### 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

**Table 49.**

Parameter	Required	Type	Description
id_list	Yes	Array<Integer>	<p>The unique ID(s) of extension(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension's ID using <a href="#">Search Specific Extensions</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

## Response parameters

**Table 50.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"><li>• 0: Succeed.</li><li>• Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"><li>• SUCCESS: Succeed.</li><li>• FAILURE: Failed.</li></ul>

## 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: yeastardocs.example.yeastarcloud.com
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



**Table 51.**

Parameter	Required	Type	Description
id	Yes	Integer	<p>The unique ID of an extension.</p> <div>  <b>Note:</b>            You can query extension's ID using <a href="#">Search Specific Extensions</a>.         </div>
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	No	String	<p>User password.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• Must contain numbers, uppercase, and lowercase letters.</li> <li>• Do not allow four consecutive digits, four same digits, extension number, first name, or last name.</li> <li>• The minimum character length is 10 and the maximum is 63.</li> </ul> </div>


**Table 51. (continued)**

Parameter	Required	Type	Description
role_id	No	Integer	<p>The ID of a user role.</p> <div>  <b>Note:</b>            You can query user role's ID using <a href="#">Get Menu Options</a>.         </div>
organization_list	No	Array <a href="#">&lt;Organization_Info&gt;</a>	<p>The organization(s) to which the extension belongs.</p> <div>  <b>Note:</b>            This parameter is required if the <b>Organization Management</b> feature is enabled.         </div>
title	No	String	The job title of the extension user.
caller_id	No	String	<p>Caller ID.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>Numbers, letters, and special characters ( ) . - + * # are allowed.</li> <li>The maximum character length is 31.</li> </ul> </div>
reg_name	No	String	<p>Registration name.</p> <div>  <b>Note:</b>            The maximum character length is 63.         </div>
reg_password	No	String	<p>Registration password.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>Must contain numbers, uppercase, and lowercase letters.</li> <li>Do not allow four consecutive digits, four same digits, extension</li> </ul> </div>

**Table 51. (continued)**


Parameter	Required	Type	Description
			 <p>number, first name, or last name.</p> <ul style="list-style-type: none"> <li>The minimum character length is 10 and the maximum is 63.</li> </ul>
concurrent_registrations	No	Integer	<p>IP phone concurrent registration.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>1 (default)</li> <li>2</li> <li>3</li> </ul>
presence_status	No	String	<p>The extension presence status.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>available: Available</li> <li>away: Away</li> <li>business_trip: Business Trip</li> <li>do_not_disturb: Do Not Disturb (DND)</li> <li>lunch: Lunch Break</li> <li>off_work: Off Work</li> </ul>
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	<p>The agent ID that will be announced in the greeting prompt to callers when their inbound calls are answered by queue agent.</p> <p>By default, the extension number will be announced.</p> <div>  <p><b>Note:</b> Agent ID will be announced when <b>Agent ID Announcement</b> is enabled for queues on PBX</p> </div>

**Table 51. (continued)**


Parameter	Required	Type	Description
			 web portal (Path: <b>Call Features &gt; Queue &gt; Preferences &gt; Announcement</b> ).
enb_vm	No	Integer	<p>Whether to enable the voicemail.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_vm_pin	No	Integer	<p>Whether to enable the voicemail PIN authentication.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
vm_pin	No	String	The PIN code to access voicemail.
new_vm_notification	No	String	<p>Whether to notify the extension when receiving a new voicemail message, and how to notify.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>no</code>: Do not send email notifications.</li> <li>• <code>with_attach</code>: Send a notification email with the new voicemail message attached as a <code>.wav</code> file.</li> <li>• <code>without_attach</code>: Send a notification email without attaching the new voicemail message.</li> </ul>
vm_after_notification	No	String	<p>How to deal with the voicemail message after sending an email to notify the extension.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>no</code>: Keep the voicemail message in mailbox as unread.</li> <li>• <code>mark_read</code>: Keep the voicemail message in mailbox as read.</li> <li>• <code>delete</code>: Delete the voicemail message.</li> </ul>





**Table 51. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> This value is supported only when <code>new_vm_notification</code> is set to <code>with_attach</code> .
<code>enb_all_reject_mode_for_endpoints</code>	No	Integer	Whether to stop ringing other endpoints when an incoming call is rejected on one of the endpoints (with the extension registered).  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable. When an incoming call is rejected on one endpoint, other endpoints still ring.</li> <li>• <code>1</code>: Enable. When an incoming call is rejected on one endpoint, other endpoints stop ringing.</li> </ul>
<code>dtmf_mode</code>	No	String	DTMF mode.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>rfc4733</code>: RFC4733 (RFC2833)</li> <li>• <code>info</code>: Info</li> <li>• <code>inband</code>: Inband</li> <li>• <code>auto</code>: Auto</li> </ul>
<code>transport</code>	No	String	Transport protocol.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code>: UDP protocol</li> <li>• <code>tcp</code>: TCP protocol</li> <li>• <code>tls</code>: TLS protocol</li> </ul>
<code>enb_qualify</code>	No	Integer	Whether to enable Qualify.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
<code>enb_t38_support</code>	No	Integer	Whether to support T.38 fax.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> </ul>

**Table 51. (continued)**


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <u>1</u>: Enable</li> </ul>
enb_srtp	No	Integer	<p>Whether to enable SRTP.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• <u>1</u>: Enable</li> </ul>
disable_outb_call	No	Integer	<p>Whether to restrict the extension from making outbound calls.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Allow to make outbound calls.</li> <li>• <u>1</u>: NOT allowed to make outbound calls.</li> </ul>
disable_outb_call_outside_business_hours	No	Integer	<p>Whether to restrict the extension from making outbound calls outside Business Hours.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Allow to make outbound calls outside Business Hours.</li> <li>• <u>1</u>: NOT allowed to make outbound calls outside Business Hours.</li> </ul>
disable_international_call	No	Integer	<p>Whether to restrict the extension from making international calls.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Allow to make international calls.</li> <li>• <u>1</u>: NOT allowed to make international calls.</li> </ul>
outbound_route_permission	No	Array <Integer>	<p>The unique ID(s) of outbound route(s) that the extension is allowed to use.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query outbound route's ID using <a href="#">Search Specific Outbound Routes</a>.</li> </ul> </div>

**Table 51. (continued)**

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>• Use a comma to separate multiple IDs.</li> </ul>
enb_mobile_client	No	Integer	Whether to enable Linkus Mobile Client. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_desktop_client	No	Integer	Whether to enable Linkus Desktop Client. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_web_client	No	Integer	Whether to enable Linkus Web Client. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
enb_pad_client	No	Integer	Whether to enable Linkus Pad Client (SDK). <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul> <div>  <b>Note:</b>            This option takes effect ONLY when you have integrated the <a href="#">Linkus SDK for Android</a> or <a href="#">Linkus SDK for iOS</a>.         </div>
linkus_mobile_codec	No	String	Set codec for Linkus Mobile Client. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• ulaw</li> <li>• alaw</li> <li>• ilbc</li> <li>• g722</li> <li>• g729</li> <li>• opus</li> </ul>


## Organization\_Info


**Table 52.**


Parameter	Required	Type	Description
value	Yes	String	<p>The unique ID of an organization.</p> <div>  <b>Note:</b>            You can query organization's ID using <a href="#">Get Menu Options</a>.         </div>


## Presense\_Setting

Parameter	Required	Type	Description
status	Yes	String	<p>Extension presence.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>available</code>: Available</li> <li>• <code>away</code>: Away</li> <li>• <code>business_trip</code>: Business Trip</li> <li>• <code>do_not_disturb</code>: Do Not Disturb (DND)</li> <li>• <code>lunch</code>: Lunch Break</li> <li>• <code>off_work</code>: Off Work</li> </ul>
enb_in_always_forward	No	Integer	<p>Whether to always forward internal incoming calls to a specific destination (<b>Always</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
in_always_forward_dest	No	String	<p>The destination type for internal call forwarding in <b>Always</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> </ul>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li><code>mobile_number</code>: Mobile Number</li> <li><code>external_num</code>: External Number</li> <li><code>play_greeting</code>: Play Greeting then Hang up</li> <li><code>end_call</code>: Hang Up</li> </ul> <div>  <b>Note:</b>            When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.         </div>
<code>in_always_forward_prefix</code>	No	String	<p>The parameter defines different settings depending on the destination type for internal call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>in_always_forward_value</code>	No	String	<p>The destination for internal call forwarding in <b>Always</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> </ul>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>in_always_forward_num</code>	No	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Always</b> condition.
<code>enb_in_no_answer_forward</code>	No	Integer	<p>Whether to forward internal calls to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable</li> <li>1: Enable</li> </ul>
<code>in_no_answer_forward_dest</code>	No	String	<p>The destination type for internal call forwarding in <b>No Answer</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code>: Extension</li> <li><code>ext_vm</code>: Extension Voicemail</li> </ul>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <b>Note:</b>            When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.         </div>
<code>in_no_answer_forward_prefix</code>	No	String	<p>The parameter defines different settings depending on the destination type for internal call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>in_no_answer_forward_value</code>	No	String	<p>The destination for internal call forwarding in <b>No Answer</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this</li> </ul>


Parameter	Required	Type	Description
			<p>parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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 <code>2</code>.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>in_no_answer_forward_num</code>	No	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>No Answer</b> condition.
<code>enb_in_busy_forward</code>	No	Integer	<p>Whether to forward internal calls to a specific destination when the extension is busy (<b>Busy</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>0</code>: Disable</li> <li><code>1</code>: Enable</li> </ul>
<code>in_busy_forward_dest</code>	No	String	<p>The destination type for internal call forwarding in <b>Busy</b> condition.</p> <p><b>Valid value:</b></p>





Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <b>Note:</b>            When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.         </div>
<code>in_busy_forward_prefix</code>	No	String	<p>The parameter defines different settings depending on the destination type for internal call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>in_busy_forward_value</code>	No	String	<p>The destination for internal call forwarding in <b>Busy</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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 <code>2</code>.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>in_busy_forward_num</code>	No	String	The external number of the <code>external_num</code> destination for internal call forwarding in <b>Busy</b> condition.
<code>enb_ex_always_forward</code>	No	Integer	Whether to always forward external calls to a specific destination ( <b>Always</b> condition). <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>0</code>: Disable</li> <li><code>1</code>: Enable</li> </ul>
<code>ex_always_forward_dest</code>	No	String	The destination type for external call forwarding in <b>Always</b> condition.


Parameter	Required	Type	Description
			<p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <p><b>Note:</b> When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.</p> </div>
<code>ex_always_forward_prefix</code>	No	String	<p>The parameter defines different settings depending on the destination type for external call forwarding in <b>Always</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>ex_always_forward_value</code>	No	String	<p>The destination for external call forwarding in <b>Always</b> condition.</p>

Parameter	Required	Type	Description
			<p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>ex_always_forward_num</code>	No	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>Always</b> condition.
<code>enb_ex_no_answer_forward</code>	No	Integer	<p>Whether to forward external calls to a specific destination when the calls are not answered (<b>No Answer</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>1: Enable</li> </ul>
ex_no_answer_forward_dest	No	String	<p>The destination type for external call forwarding in <b>No Answer</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>extension: Extension</li> <li>ext_vm: Extension Voicemail</li> <li>ivr: IVR</li> <li>ring_group: Ring Group</li> <li>queue: Queue</li> <li>group_vm: Group Voicemail</li> <li>mobile_number: Mobile Number</li> <li>external_num: External Number</li> <li>play_greeting: Play Greeting then Hang up</li> <li>end_call: Hang Up</li> </ul> <div>  <p><b>Note:</b> When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.</p> </div>
ex_no_answer_forward_prefix	No	String	<p>The parameter defines different settings depending on the destination type for external call forwarding in <b>No Answer</b> condition.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix of the external destination number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter defines the play</li> </ul>

Parameter	Required	Type	Description
			count of the greeting. The valid value is 1 - 5.
ex_no_answer_forward_value	No	String	<p>The destination for external call forwarding in <b>No Answer</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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 <code>2</code>.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>◦ You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>◦ You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
ex_no_answer_forward_num	No	String	The external number of the <code>external_num</code> destination for external call forwarding in <b>No Answer</b> condition.

Parameter	Required	Type	Description
enb_ex_busy_forward	No	Integer	<p>Whether to forward external calls to a specific destination when the extension is busy (<b>Busy</b> condition).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
ex_busy_forward_dest	No	String	<p>The destination type for external call forwarding in <b>Busy</b> condition.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>ext_vm</code>: Extension Voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring Group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group Voicemail</li> <li>• <code>mobile_number</code>: Mobile Number</li> <li>• <code>external_num</code>: External Number</li> <li>• <code>play_greeting</code>: Play Greeting then Hang up</li> <li>• <code>end_call</code>: Hang Up</li> </ul> <div>  <p><b>Note:</b> When the destination type is <code>ext_vm</code> or <code>mobile_number</code>, the system will automatically retrieve the corresponding destination value from the extension information.</p> </div>
ex_busy_forward_prefix	No	String	<p>The parameter defines different settings depending on the destination type for external call forwarding in <b>Busy</b> condition.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>mobile_number</code> or <code>external_num</code>, the parameter defines the dial-out prefix</li> </ul>


Parameter	Required	Type	Description
			<p>of the external destination number.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, the parameter defines the play count of the greeting. The valid value is 1 - 5.</li> </ul>
<code>ex_busy_for_ward_value</code>	No	String	<p>The destination for external call forwarding in <b>Busy</b> condition.</p> <p>This parameter is <b>REQUIRED</b> for the following destination types:</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, or <code>group_vm</code>, 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.</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the ID of other destination options using <a href="#">Get Menu Options</a>.</li> </ul> </div>
<code>ex_busy_for_ward_num</code>	No	String	<p>The external number of the <code>external_num</code> destination for</p>



Parameter	Required	Type	Description
			external call forwarding in <b>Busy</b> condition.
ring_timeout	No	Integer	The ringing timeout for incoming calls ( <b>Unit</b> : Second).
enb_ring_mobile	No	Integer	Whether the mobile phone will ring simultaneously when the extension rings.  <b>Valid value:</b>  <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>

## Response parameters

**Table 53.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
```

```
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

Table 54.


Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the extension. <div> <b>Note:</b> You can query the extension's ID using <a href="#">Search Specific Extensions</a>.</div>

Response parameters

Table 55.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul>

**Table 55. (continued)**

Parameter	Type	Description
		 <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS:</b> Succeed.</li> <li>• <b>FAILURE:</b> Failed.</li> </ul>

## Examples

### Request example

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

Host: yeastardocs.example.yeostarcloud.com
```

### 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 56.**

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. <b>Valid value:</b> <code>id</code> .
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>
is_all	No	Integer	Whether to return the complete information. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Return the organization information, including the statistics of extensions.</li> <li>• <code>1</code>: Return the complete organization information, including the statistics and list of extensions.</li> <li>• <code>2</code>: Return the organization information only.</li> </ul>

## Response parameters

**Table 57.**



Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• <code>0</code>: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>  You can check the error code and error message in <a href="#">Error Code and Error Message</a>. </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> </ul>

**Table 57. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>FAILURE:</b> Failed.</li> </ul>
organization_list	Array< <a href="#">Organization_List</a> >	The information of the organization.

## Organization\_List

**Table 58.**



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	<p>The total number of extensions that are included in the organization.</p> <div>  <b>Note:</b>            This parameter is only returned when the value of <code>is_all</code> is 0 or 1.         </div>
children	Array< <a href="#">Sub_Organization</a> >	The information of the sub-organization.
ext_list	Array<Integer>	<p>The ID list of the extensions that are included in the organization.</p> <div>  <b>Note:</b>            This parameter is only returned when the value of <code>is_all</code> is 1.         </div>

## Sub\_Organization

**Table 59.**

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.

**Table 59. (continued)**

Parameter	Type	Description
ext_number	String	<p>The total number of extensions that are included in the organization.</p> <div>  <b>Note:</b>            This parameter is only returned when the value of <code>is_all</code> is 0 or 1.         </div>
children	Array< <a href="#">Sub_Organization</a> >	The information of the sub-organization.
ext_list	Array<Integer>	<p>The ID list of the extensions that are included in the organization.</p> <div>  <b>Note:</b>            This parameter is only returned when the value of <code>is_all</code> is 1.         </div>

## Examples

### Request example

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

Host: yeastardocs.example.yeastarcloud.com
```

### 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 60.**


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. <b>Valid value:</b> id.
order_by	No	String	Define the display order. <b>Valid value:</b>

**Table 60. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>
<code>is_all</code>	No	Integer	Whether to return the complete information. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Return the organization information, including the statistics of extensions.</li> <li>• <code>1</code>: Return the complete organization information, including the statistics and list of extensions.</li> <li>• <code>2</code>: Return the organization information only.</li> </ul>
<code>search_value</code>	No	String	Search keyword.



## Response parameters

**Table 61.**

Parameter	Type	Description
<code>errcode</code>	Integer	Returned error code. <ul style="list-style-type: none"> <li>• <code>0</code>: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
<code>errmsg</code>	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
<code>organization_list</code>	Array< <a href="#">Organization_List</a> >	The information of the organization.


## Organization\_List

**Table 62.**



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	<p>The total number of extensions that are included in the organization.</p> <div>  <b>Note:</b>            This parameter is only returned when the value of <code>is_all</code> is 0 or 1.         </div>
children	Array< <a href="#">Sub_Organization</a> >	The information of the sub-organization.
ext_list	Array<Integer>	<p>The ID list of the extensions that are included in the organization.</p> <div>  <b>Note:</b>            This parameter is only returned when the value of <code>is_all</code> is 1.         </div>

## Sub\_Organization

**Table 63.**

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	<p>The total number of extensions that are included in the organization.</p> <div>  <b>Note:</b> </div>

**Table 63. (continued)**

Parameter	Type	Description
		 This parameter is only returned when the value of <code>is_all</code> is 0 or 1.
children	Array< <a href="#">Sub_Organization</a> >	The information of the sub-organization.
ext_list	Array<Integer>	The ID list of the extensions that are included in the organization.   <b>Note:</b> This parameter is only returned when the value of <code>is_all</code> is 1.

## Examples

### Request example

```
GET /
openapi/v1.0/organization/search?access_token=Q7p2OrTnB3hZkdn4i19gG8T2yHEng
2kZ&is_all=1 HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

### 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 64.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the organization.  <div>  <b>Note:</b>            You can query the organization's ID using <a href="#">Search Specific Organizations</a>.         </div>

### Response parameters

**Table 65.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li><code>SUCCESS</code>: Succeed.</li> <li><code>FAILURE</code>: Failed.</li> </ul>
organization_info	Object< <a href="#">Organization_Info</a> >	The information of the organization.

### Organization\_Info

**Table 66.**

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: yeastardocs.example.yeastarcloud.com
```

### 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 67.**

Parameter	Required	Type	Description
ids	Yes	String	<p>The unique ID(s) of the organization(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the organization's ID using <a href="#">Search Specific Organizations</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

## Response parameters

**Table 68.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Array< <a href="#">Organization_Info</a> >	The information of the organization.

## Organization\_Info

**Table 69.**

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

**Table 69. (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=e9pSum0Cyndw0aXlMJiYjbJ
XjiGCrhG1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 70.

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 71.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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 72.


Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the organization. <div> <b>Note:</b> You can query the organization's ID using <a href="#">Search Specific Organizations</a>.</div>
name	No	String	Organization name.
parent_id	No	Integer	Parent organization ID.

**Table 72. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> You can query the organization's ID using <a href="#">Search Specific Organizations</a> .

## Response parameters

**Table 73.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>

## 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: yeastardocs.example.yeostarcloud.com
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 74.**


Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the organization.  <div>  <b>Note:</b>            You can query the organization's ID using <a href="#">Search Specific Organizations</a>.         </div>

## Response parameters

**Table 75.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> </div>

**Table 75. (continued)**

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/organization/delete?id=40&access_token=hlVf2mmJD9A94tLv6PYVmEU
3b08wUgZx HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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

**Table 76.**

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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>name</code></li> <li>• <code>type</code></li> <li>• <code>host_port</code></li> <li>• <code>def_outbound_cid</code></li> <li>• <code>username</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order</li> <li>• <code>desc</code>: Descending order</li> </ul>

## Response parameters


**Table 77.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of trunk.
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The information of a trunk.



## Trunk\_Info

**Table 78.**

Parameter	Type	Description
id	Integer	Trunk ID.
status	Integer	<a href="#">Trunk status</a> .
name	String	Trunk name.
type	String	Trunk type. <ul style="list-style-type: none"> <li>• <code>register</code></li> <li>• <code>peer_did</code></li> <li>• <code>peer_port</code></li> <li>• <code>peer_private</code></li> <li>• <code>account</code></li> </ul>
host_port	String	Hostname and port.
def_outbound_cid	String	Trunk outbound caller ID.
username	String	Username. <div>  <b>Note:</b>              This field is only available when the trunk type is <code>register</code> or <code>account</code>.           </div>

## Trunk status

**Table 79.**

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.
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: yeastardocs.example.yeastarcloud.com
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "total_number": 3,
  "data": [
    {
      "id": 8,
      "status": 41,
      "name": "Local_Calls",
      "type": "register",
      "host_port": "abc.provider.com:5060",
      "username": "6701",
      "def_outbound_cid": "5503300"
    },
    {
      "id": 9,
      "status": 4,
      "name": "International_Calls",
      "type": "peer_did",
      "host_port": "test.provider.com:5060",
      "def_outbound_cid": "5502283"
    },
    {
      "id": 12,
      "status": 43,
      "name": "ToPAE",
      "type": "account",
      "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 80.**

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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>name</code></li> <li>• <code>type</code></li> <li>• <code>host_port</code></li> <li>• <code>def_outbound_cid</code></li> <li>• <code>username</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>
search_value	No	String	Search keyword.


### Response parameters

**Table 81.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>


 **Note:**

**Table 81. (continued)**

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total of the searched trunk.
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The information of the trunk.

## Trunk\_Info

**Table 82.**

Parameter	Type	Description
id	Integer	Trunk ID.
status	Integer	<a href="#">Trunk status</a> .
name	String	Trunk name.
type	String	Trunk type. <ul style="list-style-type: none"> <li>• <code>register</code></li> <li>• <code>peer_did</code></li> <li>• <code>peer_port</code></li> <li>• <code>peer_private</code></li> <li>• <code>account</code></li> </ul>
host_port	String	Hostname and port.
def_outbound_c id	String	Trunk outbound caller ID.
username	String	Username. <div>  <b>Note:</b>              This field is only available when the trunk type is <code>register</code> or <code>account</code>.           </div>

## Trunk status

**Table 83.**

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.
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 (DID based) from the trunk list.

```
GET /
openapi/v1.0/trunk/search?search_value=peer_did&access_token=apz5vsX2Ujb0Yq
1XN9jhFbc4V20mSVuq HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "total_number": 1,
  "data": [
    {
      "id": 9,
      "status": 4,
      "name": "International_Calls",
      "type": "peer_did",
      "host_port": " abc.provider.com:5060",
      "def_outbound_cid": "5503300"
    }
  ]
}
```

```
}

```

## Query Information of a Trunk

Query detailed information of a SIP trunk.


### Request URL

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

```

### Request parameters


Table 84.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk. <div> <b>Note:</b> You can query trunk's ID using <a href="#">Search Specific Trunks</a>.</div>

### Response parameters

#### Register Trunk

Table 85.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	Returned message. <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>

**Table 85. (continued)**

Parameter	Type	Description
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The detailed information of the trunk.



**Trunk\_Info****Table 86.**

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled.  <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type.  <ul style="list-style-type: none"> <li>• <code>register</code></li> </ul>
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.  <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
outbound_proxy_server	String	The domain name or IP address of the outbound proxy server.

**Table 86. (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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

**OutCaller\_Info****Table 87.**

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
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. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>range</code>. </div>
ext_list	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>shared</code>. </div>



## Extension\_Info

**Table 88.**


Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.
type	String	An extension or an extension group. <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 89.**

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. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

Parameter	Type	Description
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The detailed information of the trunk.



## Trunk\_Info

**Table 90.**

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled.  <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type.  <ul style="list-style-type: none"> <li>• peer_did</li> <li>• peer_port</li> <li>• peer_private</li> </ul>
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

## OutCaller\_Info

**Table 91.**

Parameter	Type	Description
id	Integer	The unique ID of an outbound Caller ID entry.
outbound_cid_option	String	The type of outbound Caller ID. <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
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. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>range</code>. </div>
ext_list	Array <Extension_Info>	The information of the associated extensions. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>shared</code>. </div>

**Extension\_Info****Table 92.**

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. <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 93.**

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 94.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The detailed information of the trunk.

## Trunk\_Info


**Table 95.**

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	<p>Whether the trunk is enabled.</p> <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
country	String	The country of the ITSP.


**Table 95. (continued)**

Parameter	Type	Description
itsp	String	ITSP.
type	String	Trunk type.  • <code>account</code>
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.

**OutCaller\_Info****Table 96.**

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID.  • <code>range</code> • <code>shared</code>
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.  <div>  <b>Note:</b>            This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>range</code>.         </div>

**Table 96. (continued)**

Parameter	Type	Description
ext_list	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions.   <b>Note:</b> This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>shared</code> .

## Extension\_Info

**Table 97.**

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.  <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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=1LWhMzGKmWFQ4gNztelxaRq9voCj9PaU&
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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
          }
        ]
      }
    ],
    "did_list": [
      {
        "id": 8,
        "did": "5503300",
        "did_name": "Yeastar"
      }
    ]
  }
}

```

## Query Information of Multiple Trunks


Query detailed information of multiple SIP trunks.

### Request URL

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

### Request parameters


**Table 98.**

Parameter	Required	Type	Description
ids	Yes	String	<p>The unique ID(s) of trunk(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query trunk's ID using <a href="#">Search Specific Trunks</a>.</li> <li>Use a comma to separate the IDs.</li> </ul> </div>

### Response parameters

#### Register Trunk

**Table 99.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>



**Table 99. (continued)**

Parameter	Type	Description
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The detailed information of the trunk.



**Trunk\_Info****Table 100.**

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled.  <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type.  <ul style="list-style-type: none"> <li>• <code>register</code></li> </ul>
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.  <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
outbound_proxy_server	String	The domain name or IP address of the outbound proxy server.

**Table 100. (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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

**OutCaller\_Info****Table 101.**

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
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. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>range</code>. </div>
ext_list	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>shared</code>. </div>

## Extension\_Info

**Table 102.**


Parameter	Type	Description
id	Integer	The unique ID of an extension or an extension group.
type	String	An extension or an extension group. <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 103.**

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. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

Parameter	Type	Description
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The detailed information of the trunk.



## Trunk\_Info

**Table 104.**

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	Whether the trunk is enabled.  <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
country	String	The country of the ITSP.
itsp	String	ITSP.
type	String	Trunk type.  <ul style="list-style-type: none"> <li>• peer_did</li> <li>• peer_port</li> <li>• peer_private</li> </ul>
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

## OutCaller\_Info

**Table 105.**

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID. <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
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. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>range</code>. </div>
ext_list	Array <Extension_Info>	The information of the associated extensions. <div>  <b>Note:</b>  This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>shared</code>. </div>

**Extension\_Info****Table 106.**

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. <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 107.**

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 108.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
data	Array <a href="#">&lt;Trunk_Info&gt;</a>	The detailed information of the trunk.

## Trunk\_Info


**Table 109.**

Parameter	Type	Description
id	Integer	Trunk ID.
name	String	Trunk name.
enable	Integer	<p>Whether the trunk is enabled.</p> <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
country	String	The country of the ITSP.


**Table 109. (continued)**

Parameter	Type	Description
itsp	String	ITSP.
type	String	Trunk type.  • <code>account</code>
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.

**OutCaller\_Info****Table 110.**

Parameter	Type	Description
id	Integer	The unique ID of an outbound caller ID entry.
outbound_cid_option	String	The type of outbound caller ID.  • <code>range</code> • <code>shared</code>
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.   <b>Note:</b> This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>range</code> .

**Table 110. (continued)**

Parameter	Type	Description
ext_list	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions.   <b>Note:</b> This parameter is displayed only when <code>outbound_cid_option</code> is set to <code>shared</code> .

## Extension\_Info

**Table 111.**

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.  <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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

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

Host: yeastardocs.example.yeostarcloud.com
```

### 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
                }
            ]
        }
    ],
    "did_list": [
        {
            "id": 8,
            "did": "5503300",
            "did_name": "Yeastar"
        }
    ]
},
{
    "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",
"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
            }
        ]
    },
    {
        "id": 15,
        "outbound_cid_option": "range",
        "outbound_cid": "5503301-5503302",
        "outbound_cid_name": "",
        "outbound_cid_to_ext_range": "1001-1002"
    }
]
}
]
}

```

## 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 112.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Array< <a href="#">ITSP_Info</a> >	The detailed information of the ITSP.
total_number	Integer	The total number of the ITSP.

### ITSP\_Info

**Table 113.**

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=jXZawQily8ezV9eGLX3JlTYb4LiknadJ
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 114.**

Parameter	Required	Type	Description
name	Yes	String	Trunk name.
country	Yes	String	The country of the ITSP.  <div>  <b>Note:</b>            You can query the desired ITSP using <a href="#">Query ITSP of SIP Trunks</a>.         </div>
type	Yes	String	Trunk type. <b>Valid value:</b> <code>register</code>
transport	Yes	String	Transport protocol. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code></li> <li>• <code>tcp</code></li> <li>• <code>tls</code></li> <li>• <code>dnssnapttr</code></li> </ul>
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.  <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• Must contain numbers, uppercase, and lowercase letters.</li> <li>• The minimum character length is 10.</li> </ul> </div>
auth_name	Yes	String	The authentication name that is provided by the ITSP.
codec_sel	Yes	String	Codec settings of the trunk. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> </ul>



**Table 114. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>g729</code></li> <li>• <code>gsm</code></li> <li>• <code>h264</code></li> <li>• <code>h263</code></li> <li>• <code>h263p</code></li> <li>• <code>ilbc</code></li> <li>• <code>g722</code></li> <li>• <code>g726</code></li> <li>• <code>speex</code></li> <li>• <code>adpcm</code></li> <li>• <code>mpeg4</code></li> <li>• <code>vp8</code></li> <li>• <code>opus</code></li> </ul>
<code>enable</code>	No	Integer	Whether to enable the trunk. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
<code>itsp</code>	No	String	The name of the ITSP. <div>  <b>Note:</b>            You can query the desired ITSP using <a href="#">Query ITSP of SIP Trunks</a>.         </div>
<code>enb_outbound_proxy</code>	No	Integer	Whether to enable an outbound proxy. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
<code>outbound_proxy_server</code>	No	String	The domain name or IP address of the outbound proxy server.
<code>outbound_proxy_port</code>	No	Integer	The port of the outbound proxy server.
<code>def_outbound_c_id</code>	No	String	Default outbound caller ID.
<code>def_outbound_c_id_name</code>	No	String	Default outbound caller ID name.

**Table 114. (continued)**

Parameter	Required	Type	Description
outbound_cid_list	No	Array <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

**OutCaller\_Info****Table 115.**

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
outbound_cid	Yes	String	The outbound caller ID.
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.  <div>  <b>Note:</b>  This parameter is required when <code>outbound_cid_option</code> is set to <code>range</code>. </div>
ext_list	No	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions.  <div>  <b>Note:</b>  This parameter is required when <code>outbound_cid_option</code> is set to <code>shared</code>. </div>

**Extension\_Info**



**Table 116.**

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group.  <b>Valid value:</b>  <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 117.**



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 118.**

Parameter	Required	Type	Description
name	Yes	String	Trunk name.
country	Yes	String	The country of the ITSP.  <div>  <b>Note:</b>            You can query the desired ITSP using <a href="#">Query ITSP of SIP Trunks</a>.         </div>
type	Yes	String	Trunk type. <b>Valid value:</b>  <ul style="list-style-type: none"> <li>• <code>peer_did</code></li> <li>• <code>peer_port</code></li> <li>• <code>peer_private</code></li> </ul>



**Table 118. (continued)**

Parameter	Required	Type	Description
transport	Yes	String	Transport protocol. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code></li> <li>• <code>tcp</code></li> <li>• <code>tls</code></li> </ul> <div>  <b>Note:</b>  <b>Peer Trunk (DID Based)</b>            does not support this            protocol.         </div>
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.
codec_sel	Yes	String	Codec settings of the trunk. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> <li>• <code>g729</code></li> <li>• <code>gsm</code></li> <li>• <code>h264</code></li> <li>• <code>h263</code></li> <li>• <code>h263p</code></li> <li>• <code>ilbc</code></li> <li>• <code>g722</code></li> <li>• <code>g726</code></li> <li>• <code>speex</code></li> <li>• <code>adpcm</code></li> <li>• <code>vp8</code></li> </ul>
enable	No	Integer	Whether to enable the trunk. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
itsp	No	String	The name of the ITSP. <div>  <b>Note:</b> </div>


**Table 118. (continued)**

Parameter	Required	Type	Description
			 You can query the desired ITSP using <a href="#">Query ITSP of SIP Trunks</a> .
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

**OutCaller\_Info****Table 119.**

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound Caller ID. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
outbound_cid	Yes	String	The outbound Caller ID.
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.  <div>  <b>Note:</b>            This parameter is required when <code>outbound_cid_option</code> is set to <code>range</code>.         </div>
ext_list	No	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions.  <div>  <b>Note:</b> </div>

**Table 119. (continued)**

Parameter	Required	Type	Description
			 This parameter is required when <code>outbound_cid_option</code> is set to <code>shared</code> .


**Extension\_Info****Table 120.**

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group.  <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>extension</code></li> <li><code>ext_group</code></li> </ul>
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 121.**

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 122.**

Parameter	Required	Type	Description
name	Yes	String	Trunk name.
country	Yes	String	The country of the ITSP.
			 <b>Note:</b>



**Table 122. (continued)**

Parameter	Required	Type	Description
			 You can query the desired ITSP using <a href="#">Query ITSP of SIP Trunks</a> .
type	Yes	String	Trunk type. <b>Valid value:</b> <code>account</code>
transport	Yes	String	Transport protocol. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code></li> <li>• <code>tcp</code></li> <li>• <code>tls</code></li> </ul>
number	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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> <li>• <code>g729</code></li> <li>• <code>gsm</code></li> <li>• <code>h264</code></li> <li>• <code>h263</code></li> <li>• <code>h263p</code></li> <li>• <code>ilbc</code></li> <li>• <code>g722</code></li> <li>• <code>g726</code></li> <li>• <code>speex</code></li> <li>• <code>adpcm</code></li> <li>• <code>mpeg4</code></li> <li>• <code>vp8</code></li> <li>• <code>opus</code></li> </ul>
enable	No	Integer	Whether to enable the trunk. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disable</li> <li>• <code>1</code>: Enable</li> </ul>
itsp	No	String	The name of the ITSP.


**Table 122. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> You can query the desired ITSP using <a href="#">Query ITSP of SIP Trunks</a> .
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.

**OutCaller\_Info****Table 123.**

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
outbound_cid	Yes	String	The outbound caller ID.
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.   <b>Note:</b> This parameter is required when <code>outbound_cid_option</code> is set to <code>range</code> .
ext_list	No	Array <a href="#">&lt;Extension_Info&gt;</a>	The information of the associated extensions.   <b>Note:</b>


**Table 123. (continued)**

Parameter	Required	Type	Description
			 This parameter is required when <code>outbound_cid_option</code> is set to <code>shared</code> .

**Extension\_Info****Table 124.**

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 125.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

**Table 125. (continued)**

Parameter	Type	Description
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: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
{
    "name": "test_Calls",
    "country": "general",
    "type": "register",
    "transport": "dnssnaptr",
    "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": "5503301",
            "outbound_cid_name": "Yeastar Sales",
            "ext_list": [
                {
                    "ext_number": "Yeastar Sales",
                    "ext_name": "Yeastar Sales",
                    "type": "ext_group"
                }
            ]
        }
    ],
    "did_list": [
```



```

    {
      "did": "5503308",
      "did_name": "Yeastar"
    }
  ]
}

```

### 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 126.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk.
<div>  <b>Note:</b>            You can query trunk's ID using <a href="#">Search Specific Trunks</a>.         </div>			


**Table 126. (continued)**

Parameter	Required	Type	Description
name	No	String	Trunk name.
enable	No	Integer	Whether to enable or disable the trunk. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disabled</li> <li>• 1: Enabled</li> </ul>
transport	No	String	Transport protocol. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code></li> <li>• <code>tcp</code></li> <li>• <code>tls</code></li> <li>• <code>dnssnapttr</code></li> </ul>
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.
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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> <li>• <code>g729</code></li> </ul>



**Table 126. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• gsm</li> <li>• h264</li> <li>• h263</li> <li>• h263p</li> <li>• ilbc</li> <li>• g722</li> <li>• g726</li> <li>• speex</li> <li>• adpcm</li> <li>• mpeg4</li> <li>• vp8</li> <li>• opus</li> </ul>
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <a href="#">&lt;DID_List&gt;</a>	DID information associated with the trunk.

**OutCaller\_Info****Table 127.**

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• range</li> <li>• shared</li> </ul>
outbound_cid	Yes	String	The outbound caller ID.
outbound_cid_name	No	String	The outbound caller ID name.
outbound_cid_to_extension_range	No	String	The extension range corresponding to the outbound caller ID range. <div>  <b>Note:</b> </div>

**Table 127. (continued)**

Parameter	Required	Type	Description
			 This parameter is required when <code>outbound_cid_option</code> is set to <code>range</code> .
<code>ext_list</code>	No	Array < <a href="#">Extension_Info</a> >	The information of the associated extensions.   <b>Note:</b> This parameter is required when <code>outbound_cid_option</code> is set to <code>shared</code> .

## Extension\_Info

**Table 128.**

Parameter	Required	Type	Description
<code>type</code>	No	String	Whether this is an extension or an extension group.  <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>extension</code></li> <li><code>ext_group</code></li> </ul>
<code>ext_number</code>	No	String	The number of an extension or the name of an extension group.
<code>ext_name</code>	No	String	The name of an extension or an extension group.
<code>id</code>	Yes	Integer	The unique ID of an extension or an extension group.


## DID\_List

**Table 129.**

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

## Edit a Peer trunk



**Table 130.**

Parameter	Required	Type	Description
id	Yes	Integer	<p>The unique ID of a trunk.</p> <div>  <b>Note:</b>            You can query trunk's ID using <a href="#">Search Specific Trunks</a>.         </div>
name	No	String	Trunk name.
enable	No	Integer	<p>Whether to enable or disable the trunk.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>
transport	No	String	<p>Transport protocol.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>udp</code></li> <li>• <code>tcp</code></li> <li>• <code>tls</code></li> </ul>
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	<p>Codec settings of the trunk.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> <li>• <code>g729</code></li> <li>• <code>gsm</code></li> <li>• <code>h264</code></li> <li>• <code>h263</code></li> <li>• <code>h263p</code></li> <li>• <code>ilbc</code></li> <li>• <code>g722</code></li> <li>• <code>g726</code></li> <li>• <code>speex</code></li> <li>• <code>adpcm</code></li> <li>• <code>mpeg4</code></li> <li>• <code>vp8</code></li> <li>• <code>opus</code></li> </ul>

**Table 130. (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 <a href="#">OutCallerInfo</a>	The information of customized outbound caller ID for specific extensions.
did_list	No	Array <a href="#">DID_List</a>	DID information associated with the trunk.

**OutCaller\_Info****Table 131.**

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>range</code></li> <li><code>shared</code></li> </ul>
outbound_cid	Yes	String	The outbound caller ID.
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. <div>  <b>Note:</b> This parameter is required when <code>outbound_cid_option</code> is set to <code>range</code>. </div>
ext_list	No	Array <a href="#">Extension_Info</a>	The information of the associated extensions. <div>  <b>Note:</b> This parameter is required when <code>outbound_cid_option</code> is set to <code>shared</code>. </div>

## Extension\_Info

**Table 132.**

Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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 133.**

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 134.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a trunk.  <div>  <b>Note:</b>            You can query trunk's ID using <a href="#">Search Specific Trunks</a>.         </div>
name	No	String	Trunk name.
enable	No	Integer	Whether to enable or disable the trunk.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> </ul>



**Table 134. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 1: Enable</li> </ul>
transport	No	String	Transport protocol. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>udp</code></li> <li>• <code>tcp</code></li> <li>• <code>tls</code></li> </ul>
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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>ulaw</code></li> <li>• <code>alaw</code></li> <li>• <code>g729</code></li> <li>• <code>gsm</code></li> <li>• <code>h264</code></li> <li>• <code>h263</code></li> <li>• <code>h263p</code></li> <li>• <code>ilbc</code></li> <li>• <code>g722</code></li> <li>• <code>g726</code></li> <li>• <code>speex</code></li> <li>• <code>adpcm</code></li> <li>• <code>mpeg4</code></li> <li>• <code>vp8</code></li> <li>• <code>opus</code></li> </ul>
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 <a href="#">&lt;OutCaller_Info&gt;</a>	The information of customized outbound caller ID for specific extensions.

**OutCaller\_Info**



**Table 135.**

Parameter	Required	Type	Description
outbound_cid_option	Yes	String	The type of outbound caller ID. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>range</code></li> <li>• <code>shared</code></li> </ul>
outbound_cid	Yes	String	The outbound caller ID.
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.  <div>  <b>Note:</b>            This parameter is required when <code>outbound_cid_option</code> is set to <code>range</code>.         </div>
ext_list	No	Array <Extension_Info>	The information of the associated extensions.  <div>  <b>Note:</b>            This parameter is required when <code>outbound_cid_option</code> is set to <code>shared</code>.         </div>

**Extension\_Info****Table 136.**


Parameter	Required	Type	Description
type	No	String	Whether this is an extension or an extension group. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>
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.

**Table 136. (continued)**

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

## Response parameters

**Table 137.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
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 138.**

Parameter	Required	Type	Description
id	Yes	Integer	<p>The unique ID of the trunk.</p> <div>  <b>Note:</b>            You can query the trunk's ID using <a href="#">Search Specific Trunks</a>.         </div>

### Response parameters

**Table 139.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

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

Host: yeastardocs.example.yeastarcloud.com
```

### 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 140.


Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed. <div> <b>Note:</b> If this parameter is left blank, the response result will return the first page by default.</div>
page_size	No	Integer	Define how many records per page. <b>Maximum value:</b> 10,000 <div> <b>Note:</b></div>

**Table 140. (continued)**

Parameter	Required	Type	Description
			 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• id</li> <li>• contact_name</li> <li>• company</li> <li>• email</li> <li>• business</li> <li>• mobile</li> <li>• home</li> <li>• business_fax</li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• asc: Ascending order.</li> <li>• desc: Descending order.</li> </ul>

## Response parameters

**Table 141.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total number of company contacts.
data	Array< <a href="#">Contact_Info</a> >	The list of the company contacts' information.

## Contact\_Info

**Table 142.**

Parameter	Type	Description
id	Integer	Company contact ID.
contact_name	String	Company contact name.
company	String	Company.
email	String	Email address.
phonebook_list	Array< <a href="#">Phonebook_List</a> >	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 143.**

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

## Examples

### Request example

```
GET /
openapi/v1.0/company_contact/list?access_token=Dc0jrsEXYM1v2KRkcGvE2RO5n8ex
vuOe HTTP/1.1
```

Host: yeastardocs.example.yeostarcloud.com

## 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 144.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed. <div><b>Note:</b> If this parameter is left blank, the response result will return the first page by default.</div>
page_size	No	Integer	Define how many records per page. <b>Maximum value:</b> 10,000 <div><b>Note:</b> If this parameter is left blank, the response result will return 10,000 records per page by default.</div>
sort_by	No	String	Define the sorting field.




**Table 144. (continued)**

Parameter	Required	Type	Description
			<b>Valid value:</b> <ul style="list-style-type: none"> <li>• id</li> <li>• contact_name</li> <li>• company</li> <li>• email</li> <li>• business</li> <li>• mobile</li> <li>• home</li> <li>• business_fax</li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• asc: Ascending order.</li> <li>• desc: Descending order.</li> </ul>
search_value	No	String	Search keyword.

## Response parameters

**Table 145.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total of the searched company contacts.
data	Array< <a href="#">Contact_Info</a> >	The list of the company contacts' information.

## Contact\_Info

**Table 146.**

Parameter	Type	Description
id	Integer	Company contact's ID.
contact_name	String	Company contact's name.
company	String	Company.
email	String	Email address.
phonebook_list	Array< <a href="#">Phonebook_List</a> >	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 147.**

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
4EfkdVdIvEgtbED59VVycwH HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 148.**


Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the company contact.
 <b>Note:</b>			

**Table 148. (continued)**

Parameter	Required	Type	Description
			 You can query the company contact's ID using <a href="#">Search Specific Company Contacts</a> .

## Response parameters

**Table 149.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object< <a href="#">Contact_DetailInfo</a> >	The detailed information of the company contact.

## Contact\_DetailInfo

**Table 150.**

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< <a href="#">Phonebook_List</a> >	The list of phonebook to which the company contact belongs.
remark	String	Remark.
number_list	Array< <a href="#">Number_List</a> >	The list of company contact's numbers.

**Table 150. (continued)**

Parameter	Type	Description
zip_code	String	ZIP code.
street	String	Street.
city	String	City.
state	String	State.
country	String	Country.

## Phonebook\_List

**Table 151.**

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

## Number\_List

**Table 152.**

Parameter	Type	Description
num_type	String	Number type. <ul style="list-style-type: none"> <li>• business_number</li> <li>• business_number2</li> <li>• business_fax</li> <li>• mobile_number</li> <li>• mobile_number2</li> <li>• home_number</li> <li>• home_number2</li> <li>• home_fax</li> <li>• other_number</li> </ul>
number	String	Telephone number.

## Examples

### Request example

```
GET /
openapi/v1.0/company_contact/get?id=4&access_token=6pAmpgdK00Cr1BtI9tCRJpJv
XZPdGLYf HTTP/1.1
```

Host: yeastardocs.example.yeostarcloud.com

## 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 153.**

Parameter	Required	Type	Description
ids	Yes	String	<p>The unique ID(s) of the company contact(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the company contact's ID using <a href="#">Search Specific Company Contacts</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

### Response parameters

**Table 154.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> </ul>

**Table 154. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>FAILURE</code>: Failed.</li> </ul>
data	Array< <a href="#">Contact_DetailInfo</a> >	The detailed information of the company contact.

**Contact\_DetailInfo****Table 155.**

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< <a href="#">Phonebook_List</a> >	The list of phonebook to which the company contact belongs.
remark	String	Remark.
number_list	Array< <a href="#">Number_List</a> >	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 156.**

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

**Number\_List**



**Table 157.**

Parameter	Type	Description
num_type	String	Number type. <ul style="list-style-type: none"> <li>• business_number</li> <li>• business_number2</li> <li>• business_fax</li> <li>• mobile_number</li> <li>• mobile_number2</li> <li>• home_number</li> <li>• home_number2</li> <li>• home_fax</li> <li>• other_number</li> </ul>
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: yeastardocs.example.yeastarcloud.com
```

### 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 158.**

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.

**Table 158. (continued)**

Parameter	Required	Type	Description
remark	No	String	Remark.
number_list	Yes	Array< <a href="#">Number_List</a> >	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 159.**

Parameter	Type	Description
num_type	String	Number type. <ul style="list-style-type: none"> <li>• <code>business_number</code></li> <li>• <code>business_number2</code></li> <li>• <code>business_fax</code></li> <li>• <code>mobile_number</code></li> <li>• <code>mobile_number2</code></li> <li>• <code>home_number</code></li> <li>• <code>home_number2</code></li> <li>• <code>home_fax</code></li> <li>• <code>other_number</code></li> </ul>
number	String	Telephone number.


## Response parameters

**Table 160.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>

 **Note:**

**Table 160. (continued)**

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
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: yeastardocs.example.yeostarcloud.com
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 161.

Parameter	Required	Type	Description
id	Yes	Integer	<div>The unique ID of the company contact.</div> <div> <b>Note:</b> You can query the company contact's ID using <a href="#">Search Specific Company Contacts</a>.</div>
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>	<div>The id(s) of the phonebook to which the contact belongs.</div> <div> <b>Note:</b><ul style="list-style-type: none"><li>You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a>.</li></ul></div>

**Table 161. (continued)**

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>• Use a comma to separate multiple IDs.</li> </ul>
remark	No	String	Remark.
number_list	No	Array< <a href="#">Number_List</a> >	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 162.**


Parameter	Type	Description
num_type	String	Number type. <ul style="list-style-type: none"> <li>• <code>business_number</code></li> <li>• <code>business_number2</code></li> <li>• <code>business_fax</code></li> <li>• <code>mobile_number</code></li> <li>• <code>mobile_number2</code></li> <li>• <code>home_number</code></li> <li>• <code>home_number2</code></li> <li>• <code>home_fax</code></li> <li>• <code>other_number</code></li> </ul>
number	String	Telephone number.

## Response parameters

**Table 163.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>

**Table 163. (continued)**

Parameter	Type	Description
		 <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS:</b> Succeed.</li> <li>• <b>FAILURE:</b> Failed.</li> </ul>

## Examples

### Request example

```
POST /
openapi/v1.0/company_contact/update?access_token=vtKE9as9ILt8D7zd20beBzd8dL
2uTcOL HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
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 164.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the company contact.
 <b>Note:</b> You can query the company contact's ID using <a href="#">Search Specific Company Contacts</a> .			

### Response parameters

**Table 165.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

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

Host: yeastardocs.example.yeastarcloud.com
```

### 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 166.


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. <b>Valid value:</b> <ul style="list-style-type: none"><li>• name</li><li>• total</li><li>• id</li></ul>
order_by	No	String	Define the display order.

**Table 166. (continued)**

Parameter	Required	Type	Description
			<b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>

## Response parameters

**Table 167.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of phonebooks.
data	Array< <a href="#">Phonebook_Info</a> >	The list of the phonebook's information.

## Phonebook\_Info

**Table 168.**

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. <ul style="list-style-type: none"> <li>• <code>sel_all</code>: All company contacts are selected.</li> </ul>

**Table 168. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"><li>• <code>sel_specific</code>: Specific company contacts are selected.</li></ul>

## Examples

### Request example

```
GET /
openapi/v1.0/phonebook/list?access_token=go18MODkNUAOReyKcNkzm6HEr6qTD1Pq
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 169.**

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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• name</li> <li>• total</li> <li>• id</li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• asc: Ascending order.</li> <li>• desc: Descending order.</li> </ul>
search_value	No	String	Search keyword.

## Response parameters

**Table 170.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>  You can check the error code and error message in <a href="#">Error Code and Error Message</a>. </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>

**Table 170. (continued)**

Parameter	Type	Description
total_number	Integer	The total of the searched phonebooks.
data	Array< <a href="#">Phonebook_Info</a> >	The list of the Phonebook's information.

## Phonebook\_Info

**Table 171.**

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. <ul style="list-style-type: none"> <li>• <code>sel_all</code>: All company contacts are selected.</li> <li>• <code>sel_specific</code>: Specific company contacts are selected.</li> </ul>

## Examples

### Request example

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

Host: yeastardocs.example.yeastarcloud.com
```

### 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 172.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the phonebook. <div> <b>Note:</b> You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a>.</div>

### Response parameters

Table 173.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	Returned message. <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>

**Table 173. (continued)**

Parameter	Type	Description
data	Object< <a href="#">Phonebook_DetailInfo</a> ≥	The list of the phonebook's detailed information.

## Phonebook\_DetailInfo

**Table 174.**

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.
member_select	String	The member selection method. <ul style="list-style-type: none"> <li>• <code>sel_all</code>: All company contacts are selected.</li> <li>• <code>sel_specific</code>: Specific company contacts are selected.</li> </ul>
contacts_list	Array< <a href="#">Contacts_List</a> ≥	The list of company contact's information.
total	Integer	The total of company contacts contained in the phonebook.

## Contacts\_List

**Table 175.**

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.



**Table 175. (continued)**

Parameter	Type	Description
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: yeastardocs.example.yeastarcloud.com
```

### 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 176.**

Parameter	Required	Type	Description
ids	Yes	String	<p>The unique ID(s) of the phonebook(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

### Response parameters

**Table 177.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> </ul>

**Table 177. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>FAILURE</code>: Failed.</li> </ul>
data	Array< <a href="#">Phonebook_DetailInfo</a> >	The list of the phonebook's detailed information.

## Phonebook\_DetailInfo

**Table 178.**

Parameter	Type	Description
id	Integer	Phonebook ID.
name	String	Phonebook name.
member_select	String	The member selection method. <ul style="list-style-type: none"> <li>• <code>sel_all</code>: All company contacts are selected.</li> <li>• <code>sel_specific</code>: Specific company contacts are selected.</li> </ul>
contacts_list	Array< <a href="#">Contacts_List</a> >	The list of company contact's information.
total	Integer	The total of company contacts contained in the phonebook.

## Contacts\_List

**Table 179.**

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.

**Table 179. (continued)**

Parameter	Type	Description
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: yeastardocs.example.yeastarcloud.com
```

### 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 180.**


Parameter	Required	Type	Description
name	Yes	String	Phonebook name.
member_select	No	String	Member selection method. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>sel_all</code>: Select all company contacts.</li> <li><code>sel_specific</code>: Select specific company contacts.</li> </ul>
add_contacts_id_list	No	Array<Integer>	The ID(s) of the company contact(s) to be added into the phonebook.

**Table 180. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the company contact's ID using <a href="#">Search Specific Company Contacts</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul>

## Response parameters

**Table 181.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
id	Integer	The unique ID of the phonebook.

## Examples

### Request example

```
POST /
openapi/v1.0/phonebook/create?access_token=ZzBlUpneFiGbHm7saIpmF8GJ7jVigu8T
HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
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 182.**


Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the phonebook. <div>  <b>Note:</b>              You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a>.           </div>
name	No	String	The name of the phonebook.
member_select	No	String	Member selection method. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>sel_all</code>: Select all company contacts.</li> <li><code>sel_specific</code>: Select specific company contacts.</li> </ul>

**Table 182. (continued)**

Parameter	Required	Type	Description
add_contacts_id_list	No	Array<Integer>	<p>The unique ID(s) of the contact(s) to be added into the phonebook.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the contact's ID using <a href="#">Search Specific Company Contacts</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>
del_contacts_id_list	No	Array<Integer>	<p>The unique ID(s) of the contact(s) to be removed from the phonebook.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the contact's ID using <a href="#">Search Specific Company Contacts</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

## Response parameters

**Table 183.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

```
POST /
openapi/v1.0/phonebook/update?access_token=ZzB1UpneFiGbHm7saIpmF8GJ7jVIgu8T
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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 184.**


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

**Table 184. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a> .

## Response parameters

**Table 185.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>

## Examples

### Request example

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

Host: yeastardocs.example.yeostarcloud.com
```

### 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 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• id</li> <li>• pos</li> <li>• name</li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• asc: Ascending order</li> <li>• desc: Descending order</li> </ul>


#### Response parameters

**Table 187.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>

 **Note:**

**Table 187. (continued)**

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of inbound routes.
last_pos	Integer	The last position in the inbound route list.
data	Array <a href="#">&lt;Inroute_Info&gt;</a>	The basic information of the inbound route.

**Inroute\_Info****Table 188.**

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. <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> </ul>

**Table 188. (continued)**


Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>default_destination_value</code>	String	The specific value of the default destination.
<code>current_destination</code>	String	<p>The current destination of the inbound route.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext_dest</code>: Match extension range</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>current_destination_value</code>	String	The specific value of the current destination.
<code>time_condition</code>	String	<p>Time-based routing mode.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code>: Inbound calls are routed to the default condition.</li> <li>• <code>global</code>: Inbound calls are routed based on global business hours.</li> <li>• <code>route_scope</code>: Inbound calls are routed based on custom business hours.</li> <li>• <code>custom</code>: Inbound calls are routed based on custom time periods.</li> </ul>
<code>business_hours_destination</code>	String	<p>The destination for inbound calls during business hours.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> </ul>

**Table 188. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>business_hours_destination_value</code>	String	The specific value of business hours destination.
<code>outside_business_hours_destination</code>	String	<p>The destination for inbound calls during outside business hours.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> </ul>



**Table 188. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>outside_business_hours_destination_value</code>	String	The specific value of outside business hours destination.
<code>holidays_hours_destination</code>	String	<p>The destination for inbound calls during holidays.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>holidays_hours_destination_value</code>	String	The specific value of holidays destination.
<code>time_condition_value</code>	Array <a href="#">&lt;Time_Condition_Info&gt;</a>	<p>The information of time condition.</p> <div>  <b>Note:</b>            This parameter is displayed only when <code>time_condition</code> is set to <code>route_scope</code> or <code>custom</code>.         </div>

**Time\_Condition\_Info**

Parameter	Type	Description
days_of_week	String	Days of week. <ul style="list-style-type: none"><li>• <code>mon</code></li><li>• <code>tue</code></li><li>• <code>wed</code></li><li>• <code>thu</code></li><li>• <code>fri</code></li><li>• <code>sat</code></li><li>• <code>sun</code></li></ul>
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=asc&access_token=VpTsz7k6XSOpfjDntqetBQ7nSE9QsbAN HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 189.


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. <b>Valid value:</b> <ul style="list-style-type: none"><li>• id</li><li>• pos</li></ul>

**Table 189. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>name</code></li> </ul>
<code>order_by</code>	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>
<code>search_value</code>	No	String	Search keyword.

## Response parameters

**Table 190.**

Parameter	Type	Description
<code>errcode</code>	Integer	Returned error code.  <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
<code>errmsg</code>	String	Returned message.  <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
<code>total_number</code>	Integer	The total of the searched inbound routes.
<code>last_pos</code>	Integer	The last position in the inbound route list.
<code>data</code>	Array <a href="#">&lt;Inroute_Info&gt;</a>	The basic information of the inbound route.

## Inroute\_Info

**Table 191.**

Parameter	Type	Description
<code>id</code>	Integer	The unique ID of the inbound route.
<code>pos</code>	Integer	The current position of the inbound route in the list.
<code>name</code>	String	The name of the inbound route.

**Table 191. (continued)**

Parameter	Type	Description
default_destination	String	<p>The default destination of the inbound route.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
default_destination_value	String	The specific value of the default destination.
current_destination	String	<p>The current destination of the inbound route.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext_dest</code>: Match extension range</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
current_destination_value	String	The specific value of the current destination.

**Table 191. (continued)**


Parameter	Type	Description
time_condition	String	<p>Time-based routing mode.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code>: Inbound calls are routed to the default condition.</li> <li>• <code>global</code>: Inbound calls are routed based on global business hours.</li> <li>• <code>route_scope</code>: Inbound calls are routed based on custom business hours.</li> <li>• <code>custom</code>: Inbound calls are routed based on custom time periods.</li> </ul>
business_hours_destination	String	<p>The destination for inbound calls during business hours.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
business_hours_destination_value	String	The specific value of business hours destination.
outside_business_hours_destination	String	<p>The destination for inbound calls during outside business hours.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> </ul>

**Table 191. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>outside_business_hours_destination_value</code>	String	The specific value of outside business hours destination.
<code>holidays_hours_destination</code>	String	<p>The destination for inbound calls during holidays.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>



**Table 191. (continued)**

Parameter	Type	Description
holidays_hours_destination_value	String	The specific value of holidays destination.
time_condition_value	Array <a href="#">&lt;Time_Condition_Info&gt;</a>	The information of time condition. <div>  <b>Note:</b>              This parameter is displayed only when <code>time_condition</code> is set to <code>route_scope</code> or <code>custom</code>.           </div>

## Time\_Condition\_Info

Parameter	Type	Description
days_of_week	String	Days of week. <ul style="list-style-type: none"> <li>• <code>mon</code></li> <li>• <code>tue</code></li> <li>• <code>wed</code></li> <li>• <code>thu</code></li> <li>• <code>fri</code></li> <li>• <code>sat</code></li> <li>• <code>sun</code></li> </ul>
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: yeastardocs.example.yeastarcloud.com
```

### 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 192.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the inbound route. <div> <b>Note:</b> You can query the inbound route's ID using <a href="#">Search Specific Inbound Routes</a>.</div>

## Response parameters

**Table 193.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object< <a href="#">Inroute_Details</a> >	The detailed information of the inbound route.

### Inroute\_Details

**Table 194.**

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	<p>DID matching mode.</p> <ul style="list-style-type: none"> <li>patterns: Match DID patterns.</li> <li>pattern_to_ext: Match DID pattern to extensions.</li> <li>range_to_ext: Match DID Range to Extension range.</li> <li>pattern_to_ext_list: Match DID number(s) to extension(s) in one-to-one correspondence.</li> </ul>
did_pattern_list	Array< <a href="#">DID_Pattern_List</a> >	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 194. (continued)**

Parameter	Type	Description
did_to_ext_start	String	The start number of the DID matching pattern range when the <code>did_option</code> is <code>range_to_ext</code> .
did_to_ext_end	String	The end number of the DID matching pattern range when the <code>did_option</code> is <code>range_to_ext</code> .
did_pattern_to_ext_list	Array <a href="#">&lt;DID_Ext_List&gt;</a>	The list of DID numbers and the corresponding extensions when the <code>did_option</code> is <code>pattern_to_ext_list</code> .
cid_option	String	Caller ID matching pattern.  <ul style="list-style-type: none"> <li>• <code>patterns</code>: Match Caller ID patterns.</li> <li>• <code>phonebook</code>: Match contacts' caller ID in specific phonebooks</li> </ul>
cid_pattern_list	Array< <a href="#">CID_Pattern_List</a> >	The Caller ID matching pattern list when the <code>cid_option</code> is <code>patterns</code> .
cid_to_phonebook	Array<Integer>	The ID of the selected phonebook when the <code>cid_option</code> is <code>phonebook</code> .
trunk_list	Array< <a href="#">Trunk_List</a> >	The list of the selected trunk in the inbound route.
def_dest	String	Default destination.  <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>

**Table 194. (continued)**

Parameter	Type	Description
def_dest_p refix	String	<p>This parameter returns different information depending on the <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>When <code>def_dest</code> is <code>external_num</code>, this parameter returns the prefix of the external number.</li> <li>When <code>def_dest</code> is <code>play_greeting</code>, this parameter returns the playback count of the greeting.</li> </ul>
def_dest_v alue	String	<p>This parameter returns different results depending on the <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>When <code>def_dest</code> is <code>external_num</code>, this parameter returns the external number.</li> <li>When <code>def_dest</code> is <code>play_greeting</code>, this parameter returns the prompt name.</li> <li>When <code>def_dest</code> is <code>range_to_ext</code>, this parameter returns the extension range.</li> <li>When <code>def_dest</code> is other destinations, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this field will return the ID of the extension 2002.</p>
def_dest_e xt_list	Array< <a href="#">Ext_List</a> >	The selected extensions/extension groups when the <code>def_dest</code> is <code>pattern_to_ext</code> .

## DID\_Pattern\_List

**Table 195.**

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 196.**

Parameter	Type	Description
id	Integer	The unique ID of the Caller ID pattern.
cid_pattern	String	The Caller ID matching rules.

## Trunk\_List

**Table 197.**

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

## Ext\_List

**Table 198.**

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. <ul style="list-style-type: none"> <li>• extension</li> <li>• ext_group</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/inbound_route/get?id=30&access_token=LC0V0aZjQCf3LBs9yn8RmXac1
2GlrXPn HTTP/1.1
```

Host: yeastardocs.example.yeastarcloud.com

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 199.


Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the inbound route(s).
<div> <b>Note:</b></div>			

**Table 199. (continued)**

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>You can query the inbound route's ID using <a href="#">Search Specific Inbound Routes</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul>

## Response parameters

**Table 200.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Array< <a href="#">Inroute_Details</a> >	The detailed information of the inbound route.

## Inroute\_Details

**Table 201.**

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	<p>DID matching mode.</p> <ul style="list-style-type: none"> <li>patterns: Match DID patterns.</li> <li>pattern_to_ext: Match DID pattern to extensions.</li> </ul>



**Table 201. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li><code>range_to_ext</code>: Match DID Range to Extension range.</li> </ul>
<code>did_pattern_list</code>	Array< <a href="#">DID_Pattern_List</a> >	The DID matching pattern list when the <code>did_option</code> is <code>patterns</code> .
<code>did_pattern_to_ext</code>	String	The DID matching pattern to extensions when the <code>did_option</code> is <code>pattern_to_ext</code> .
<code>did_to_ext_start</code>	String	The start number of the DID matching pattern range when the <code>did_option</code> is <code>range_to_ext</code> .
<code>did_to_ext_end</code>	String	The end number of the DID matching pattern range when the <code>did_option</code> is <code>range_to_ext</code> .
<code>did_pattern_to_ext_list</code>	Array< <a href="#">DID_Ext_List</a> >	The list of DID numbers and the corresponding extensions when the <code>did_option</code> is <code>pattern_to_ext_list</code> .
<code>cid_option</code>	String	<p>Caller ID matching pattern.</p> <ul style="list-style-type: none"> <li><code>patterns</code>: Match Caller ID patterns.</li> <li><code>phonebook</code>: Match contacts' caller ID in specific phonebooks</li> </ul>
<code>cid_pattern_list</code>	Array< <a href="#">CID_Pattern_List</a> >	The Caller ID matching pattern list when the <code>cid_option</code> is <code>patterns</code> .
<code>cid_to_phonebook</code>	Array<Integer>	The ID of the selected phonebook when the <code>cid_option</code> is <code>phonebook</code> .
<code>trunk_list</code>	Array< <a href="#">Trunk_List</a> >	The list of the selected trunk in the inbound route.
<code>def_dest</code>	String	<p>Default destination.</p> <ul style="list-style-type: none"> <li><code>disabled</code></li> <li><code>end_call</code>: Hang up</li> <li><code>extension</code>: Extension</li> <li><code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li><code>range_to_ext</code>: Match DID range to extension range</li> <li><code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li><code>ext_vm</code>: Extension voicemail</li> <li><code>ivr</code>: IVR</li> <li><code>ring_group</code>: Ring group</li> </ul>

**Table 201. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>def_dest_prefix</code>	String	<p>This parameter returns different information depending on the <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>• When <code>def_dest</code> is <code>external_num</code>, this parameter displays the prefix of the external number.</li> <li>• When <code>def_dest</code> is <code>play_greeting</code>, this parameter displays the playback count of the greeting.</li> </ul>
<code>def_dest_value</code>	String	<p>This parameter returns different results depending on the <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>• When <code>def_dest</code> is <code>external_num</code>, this parameter displays the external number.</li> <li>• When <code>def_dest</code> is <code>play_greeting</code>, this parameter displays the prompt name.</li> <li>• When <code>def_dest</code> is <code>range_to_ext</code>, this parameter displays the extension range.</li> <li>• When <code>def_dest</code> is other destinations, this parameter displays the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this field will return the ID of the extension 2002.</p>
<code>def_dest_ext_list</code>	Array< <a href="#">Ext_List</a> >	The selected extensions/extension groups when the <code>def_dest</code> is <code>pattern_to_ext</code> .

## DID\_Pattern\_List

**Table 202.**

Parameter	Type	Description
<code>id</code>	Integer	The unique ID of the DID pattern.
<code>did_pattern</code>	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 203.**

Parameter	Type	Description
id	Integer	The unique ID of the Caller ID pattern.
cid_pattern	String	The Caller ID matching rules.

## Trunk\_List

**Table 204.**

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

## Ext\_List

**Table 205.**

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. <ul style="list-style-type: none"> <li>• extension</li> <li>• ext_group</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/inbound_route/query?ids=29,30&access_token=gYFPycZxVlJSmvMqylh
o3qBNz6QNWqHE HTTP/1.1
```

```
Host: yeastardocs.example.yeastarcloud.com
```

## 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 206.**

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. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>patterns</code>: Match DID patterns. (Default)</li> <li><code>pattern_to_ext</code>: Match DID pattern to extensions.</li> <li><code>range_to_ext</code>: Match DID range to extension range.</li> <li><code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> </ul>
did_pattern_list	No	Array< <a href="#">DID_Pattern_List</a> >	The DID matching pattern list. <div>  <b>Note:</b> </div>



**Table 206. (continued)**

Parameter	Required	Type	Description
			 This parameter is required when the <code>did_option</code> is <code>patterns</code> .
<code>did_pattern_to_ext</code>	No	String	The DID pattern matching to extensions.   <b>Note:</b> This parameter is required when the <code>did_option</code> is <code>pattern_to_ext</code> .
<code>did_to_ext_start</code>	No	String	The start number of the DID matching pattern range.   <b>Note:</b> This parameter is required when the <code>did_option</code> is <code>range_to_ext</code> .
<code>did_to_ext_end</code>	No	String	The end number of the DID matching pattern range.   <b>Note:</b> This parameter is required when the <code>did_option</code> is <code>range_to_ext</code> .
<code>did_pattern_to_ext_list</code>	No	Array< <a href="#">DID_Pattern_Ext_List</a> >	The list of DID numbers and the corresponding extensions.   <b>Note:</b> This parameter is required when the <code>did_option</code> is <code>pattern_to_ext_list</code> .
<code>cid_option</code>	No	String	The Caller ID matching pattern. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>patterns</code>: Match Caller ID patterns.</li> <li>• <code>phonebook</code>: Match contacts' caller ID in specific phonebooks.</li> </ul>
<code>cid_pattern_list</code>	No	Array< <a href="#">CID_Pattern_List</a> >	The Caller ID matching pattern list.   <b>Note:</b>

**Table 206. (continued)**

Parameter	Required	Type	Description
			 This parameter is required when the <code>cid_option</code> is <code>patterns</code> .
<code>cid_to_phonebook</code>	No	Array<Integer>	<p>The ID(s) of the selected phonebook(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• This parameter is required when the <code>cid_option</code> is <code>phonebook</code>.</li> <li>• You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
<code>trunk_list</code>	Yes	Array< <a href="#">Trunk_List</a> >	The list of the selected trunk in the inbound route.
<code>def_dest</code>	Yes	String	<p>Default destination.</p> <ul style="list-style-type: none"> <li>• <code>disabled</code></li> <li>• <code>end_call</code>: Hang up</li> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>

**Table 206. (continued)**

Parameter	Required	Type	Description
def_dest_prefix	No	String	<p>This parameter defines different settings depending on the value of <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>When <code>def_dest</code> is <code>external_num</code>, this parameter defines the prefix of the external number.</li> <li>When <code>def_dest</code> is <code>play_greeting</code>, this parameter defines the play count of the greeting.</li> </ul>
def_dest_value	No	String	<p>This parameter defines different settings depending on the value of <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>When <code>def_dest</code> is <code>external_num</code>, this parameter defines the external number.</li> <li>When <code>def_dest</code> is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>Test.wav</code>.</li> <li>When <code>def_dest</code> is <code>range_to_ext</code>, this parameter defines the extension range. E.g. <code>2001-2010</code>.</li> <li>When <code>def_dest</code> 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.</li> </ul> <div>  <b>Note:</b>  You can query the ID of desired options using <a href="#">Get Menu Options</a>. </div>
def_dest_ext_list	No	Array< <a href="#">Ext_List</a> >	<p>The list of selected extensions/extension groups.</p> <div>  <b>Note:</b>  This parameter is required when the <code>def_dest</code> is set to <code>pattern_to_ext</code>. </div>


**DID\_Pattern\_List**



**Table 207.**

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_t o_ext	Yes	String	The unique ID of the extension that corresponds to the DID number.  <div>  <b>Note:</b>            You can query the extension's ID using <a href="#">Search Specific Extensions</a>.         </div>


## CID\_Pattern\_List

**Table 208.**

Parameter	Required	Type	Description
cid_pattern	Yes	String	Caller ID matching pattern rule.


## Trunk\_List

**Table 209.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected trunk.  <div>  <b>Note:</b>            You can query the trunk's ID using <a href="#">Search Specific Trunks</a>.         </div>
name	No	String	Trunk name.
type	No	String	Trunk type.


## Ext\_List

**Table 210.**

Parameter	Required	Type	Description
value	Yes	String	<p>The unique ID of the extension/extension group.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension's ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the extension group's ID using <a href="#">Get Menu Options</a>.</li> </ul> </div>
name	No	String	The name of the extension/extension group.
number	No	String	Extension number.
type	No	String	<p>The type of the selected item.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code></li> <li><code>ext_group</code></li> </ul>

## Response parameters

**Table 211.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li><code>SUCCESS</code>: Succeed.</li> <li><code>FAILURE</code>: Failed.</li> </ul>

**Table 211. (continued)**

Parameter	Type	Description
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: yeastardocs.example.yeastarcloud.com
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 212.**

Parameter	Required	Type	Description
id	Yes	Integer	<p>The unique ID of the inbound route.</p> <div>  <b>Note:</b>            You can query the inbound route's ID using <a href="#">Search Specific Inbound Routes</a>.         </div>
name	No	String	The name of the inbound route.
alert_info	No	String	Inbound alert info.
did_option	No	String	<p>DID matching mode.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>patterns</code>: Match DID patterns.</li> <li><code>pattern_to_ext</code>: Match DID pattern to extensions.</li> <li><code>range_to_ext</code>: Match DID range to extension range.</li> <li><code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> </ul>
did_pattern_list	No	Array< <a href="#">DID_Pattern_List</a> >	<p>The DID matching pattern list.</p> <div>  <b>Note:</b>            This parameter is required when the <code>did_option</code> is <code>patterns</code>.         </div>
did_pattern_to_ext	No	String	<p>The DID pattern matching to extensions.</p> <div>  <b>Note:</b>            This parameter is required when the <code>did_option</code> is <code>pattern_to_ext</code>.         </div>
did_to_ext_start	No	String	<p>The start number of the DID matching pattern range.</p> <div>  <b>Note:</b>            This parameter is required when the <code>did_option</code> is <code>range_to_ext</code>.         </div>


**Table 212. (continued)**

Parameter	Required	Type	Description
did_to_ext_end	No	String	<p>The end number of the DID matching pattern range.</p> <div>  <b>Note:</b>            This parameter is required when the <code>did_option</code> is <code>range_to_ext</code>.         </div>
did_pattern_to_ext_list	No	Array< <a href="#">DID_Pattern_Ext_List</a> >	<p>The list of DID numbers and the corresponding extensions.</p> <div>  <b>Note:</b>            This parameter is required when the <code>did_option</code> is <code>pattern_to_ext_list</code>.         </div>
cid_option	No	String	<p>Caller ID matching pattern.</p> <ul style="list-style-type: none"> <li><code>patterns</code>: Match Caller ID patterns.</li> <li><code>phonebook</code>: Match contacts' caller ID in specific phonebooks</li> </ul>
cid_pattern_list	No	Array< <a href="#">CID_Pattern_List</a> >	<p>The Caller ID matching pattern list.</p> <div>  <b>Note:</b>            This parameter is required when the <code>cid_option</code> is <code>patterns</code>.         </div>
cid_to_phonebook	No	Array<Integer>	<p>The ID(s) of the selected phonebook(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>This parameter is required when the <code>cid_option</code> is <code>phonebook</code>.</li> <li>You can query the phonebook's ID using <a href="#">Search Specific Phonebooks</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>
trunk_list	No	Array< <a href="#">Trunk_List</a> >	<p>The list of the selected trunk in the inbound route.</p>
def_dest	No	String	<p>Default destination.</p> <ul style="list-style-type: none"> <li><code>disabled</code></li> <li><code>end_call</code>: Hang up</li> </ul>

**Table 212. (continued)**


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>extension</code>: Extension</li> <li>• <code>pattern_to_ext</code>: Match DID pattern to extensions</li> <li>• <code>range_to_ext</code>: Match DID range to extension range</li> <li>• <code>pattern_to_ext_list</code>: Match DID number(s) to extension(s) in one-to-one correspondence.</li> <li>• <code>ext_vm</code>: Extension voicemail</li> <li>• <code>ivr</code>: IVR</li> <li>• <code>ring_group</code>: Ring group</li> <li>• <code>queue</code>: Queue</li> <li>• <code>group_vm</code>: Group voicemail</li> <li>• <code>conference</code>: Conference</li> <li>• <code>external_num</code>: External number</li> <li>• <code>outroute</code>: Outbound route</li> <li>• <code>play_greeting</code>: Play greeting then hang up</li> <li>• <code>fax_to_email</code>: Fax to email</li> </ul>
<code>def_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the value of <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>• When <code>def_dest</code> is <code>external_num</code>, this parameter defines the prefix of the external number.</li> <li>• When <code>def_dest</code> is <code>play_greeting</code>, this parameter defines the playback count of the greeting.</li> </ul>
<code>def_dest_value</code>	No	String	<p>This parameter defines different settings depending on the value of <code>def_dest</code>.</p> <ul style="list-style-type: none"> <li>• When <code>def_dest</code> is <code>external_num</code>, this parameter defines the external number.</li> <li>• When <code>def_dest</code> is <code>play_greeting</code>, this parameter defines the custom prompt file name.</li> </ul> <p>For example: <code>Test.wav</code>.</p> <ul style="list-style-type: none"> <li>• When <code>def_dest</code> is <code>range_to_ext</code>, this parameter defines the extension range.</li> </ul> <p>For example: <code>2001-2010</code>.</p> <ul style="list-style-type: none"> <li>• When <code>def_dest</code> is other destinations, this parameter should be the unique ID of the destination.</li> </ul>

**Table 212. (continued)**


Parameter	Required	Type	Description
			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< <a href="#">Ext_List</a> >	The list of selected extensions/extension groups.  <div>  <b>Note:</b>            This parameter is required when the def_dest is set to pattern_to_ext.         </div>

## DID\_Pattern\_List

**Table 213.**

Parameter	Required	Type	Description
did_pattern	Yes	String	The DID matching rules.  <div>  <b>Note:</b>            The new rules will cover the original ones.         </div>

## 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.  <div>  <b>Note:</b>            You can query the extension's ID using <a href="#">Search Specific Extensions</a>.         </div>

## CID\_Pattern\_List

**Table 214.**


Parameter	Required	Type	Description
cid_pattern	Yes	String	The Caller ID matching rules.

**Table 214. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> The new rules will cover the original ones.


## Trunk\_List

**Table 215.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the selected trunk.   <b>Note:</b> You can query the trunk's ID using <a href="#">Search Specific Trunks</a> .
name	No	String	Trunk name.
type	No	String	Trunk type.

## Ext\_List

**Table 216.**

Parameter	Required	Type	Description
value	Yes	String	The unique ID of the extension/extension group.   <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the extension's ID using <a href="#">Search Specific Extensions</a>.</li> <li>You can query the extension group's ID using <a href="#">Get Menu Options</a>.</li> </ul>
name	No	String	The name of the extension/extension group.
number	No	String	Extension number.




**Table 216. (continued)**

Parameter	Required	Type	Description
type	No	String	<p>The type of the selected item.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> </ul>

## Response parameters

**Table 217.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

## Examples

### Request example

Update the configurations of an inbound route (ID: "6").

```
POST /
openapi/v1.0/inbound_route/update?access_token=zQcKT5W53FqJ72dCTMT1xKaph1YafYgs HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
Content-Type: application/json

{
  "id": 6,
  "alert_info": "02156325",
  "trunk_list": [
```

```

    {
      "id": 15
    },
    "did_pattern_list": [
      {
        "did_pattern": "9999999"
      },
      {
        "did_pattern": "8888888"
      }
    ],
    "cid_pattern_list": [
      {
        "cid_pattern": "7777777"
      },
      {
        "cid_pattern": "6666666"
      }
    ]
  }
}

```

### 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_token}

```


## Request parameters

**Table 218.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the inbound route.
			 <b>Note:</b> You can query the inbound route's ID using <a href="#">Search Specific Inbound Routes</a> .

## Response parameters

**Table 219.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li><code>SUCCESS</code>: Succeed.</li> <li><code>FAILURE</code>: Failed.</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/inbound_route/delete?id=7&access_token=iE19OzlgQrtqF3B74tC7A6d
KHlTWo15P HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 220.


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. <b>Valid value:</b> <ul style="list-style-type: none"><li>id</li><li>pos</li><li>name</li><li>outb_cid</li></ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"><li>asc: Ascending order.</li><li>desc: Descending order.</li></ul>

#### Response parameters

Table 221.

Parameter	Type	Description
errcode	Integer	Returned error code.

**Table 221. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total number of outbound routes.
last_pos	Integer	The last position in the outbound route list.
data	Array< <a href="#">Outroute_Info</a> >	The basic information of the outbound route.

## Outroute\_Info

**Table 222.**

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< <a href="#">Trunk_List</a> >	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 223.**

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: yeastardocs.example.yeastarcloud.com
```

### 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-fqdn",
      "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 224.**

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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• id</li> <li>• pos</li> <li>• name</li> <li>• outb_cid</li> </ul>
order_by	No	String	Define the display order. <ul style="list-style-type: none"> <li>• asc: Ascending order.</li> <li>• desc: Descending order.</li> </ul>
search_value	No	String	Search keyword.

## Response parameters

**Table 225.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>  You can check the error code and error message in <a href="#">Error Code and Error Message</a>. </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total of the searched outbound routes.
last_pos	Integer	The last position in the outbound route list.
data	Array< <a href="#">Outroute_Info</a> >	The basic information of the outbound route.



## Outroute\_Info

**Table 226.**

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< <a href="#">Trunk_List</a> >	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 227.**

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: yeastardocs.example.yeostarcloud.com
```

### 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 228.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the outbound route. <div><b>Note:</b> You can query the outbound route's ID using <a href="#">Search Specific Outbound Routes</a>.</div>

### Response parameters

Table 229.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>• 0: Succeed.</li><li>• Non-zero value: Failed.</li></ul> <div><b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>

**Table 229. (continued)**

Parameter	Type	Description
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
data	Object< <a href="#">Outroute_Details</a> >	The detailed information of the outbound route.

## Outroute\_Details

**Table 230.**

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< <a href="#">Dialpattern_List</a> >	The dial pattern list.
trunk_list	Array< <a href="#">Trunk_List</a> >	The list of the selected trunk in the outbound route.
ext_list	Array< <a href="#">Ext_List</a> >	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. <ul style="list-style-type: none"> <li>• <code>disable</code></li> <li>• <code>single_pin</code></li> <li>• <code>pin_list</code></li> </ul>
pin	String	Single PIN code.
pin_list	Integer	The ID of the selected PIN list.

## Dialpattern\_List

**Table 231.**

Parameter	Type	Description
id	Integer	The unique ID of the dial pattern.

**Table 231. (continued)**

Parameter	Type	Description
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 232.**

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

## Ext\_List

**Table 233.**

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. <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> <li>• <code>organization</code></li> </ul>
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: yeastardocs.example.yeastarcloud.com

## 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 234.

Parameter	Required	Type	Description
ids	Yes	String	The unique ID(s) of the outbound route(s). <div> <b>Note:</b><ul style="list-style-type: none"><li>You can query the outbound route's ID using <a href="#">Search Specific Outbound Routes</a>.</li><li>Use a comma to separate multiple IDs.</li></ul></div>

### Response parameters

Table 235.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div> <b>Note:</b><p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p></div>
errmsg	String	Returned message. <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>

**Table 235. (continued)**

Parameter	Type	Description
data	Array< <a href="#">Outroute_Details</a> >	The detailed information of the outbound route.

## Outroute\_Details

**Table 236.**

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< <a href="#">Dialpattern_List</a> >	The dial pattern list.
trunk_list	Object< <a href="#">Trunk_List</a> >	The list of the selected trunk in the outbound route.
ext_list	Object< <a href="#">Ext_List</a> >	The information list of the selected extensions.
pos	Integer	The current position of the outbound route in the list.
pin_protect	String	Outbound route password. <ul style="list-style-type: none"> <li>• <code>disable</code></li> <li>• <code>single_pin</code></li> <li>• <code>pin_list</code></li> </ul>
pin	String	Single PIN code.
pin_list	Integer	The ID of the selected PIN list.

## Dialpattern\_List

**Table 237.**

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.

**Table 237. (continued)**

Parameter	Type	Description
prepend	String	The digits that will be prepended to the phone number before the call is placed.

## Trunk\_List

**Table 238.**

Parameter	Type	Description
id	Integer	The unique ID of the selected trunk.
name	String	Trunk name.
type	String	Trunk type.

## Ext\_List

**Table 239.**

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. <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> <li>• <code>organization</code></li> </ul>
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
Mex2IQf2ZLKE1EuF HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### Response example



```

HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": [
    {
      "id": 9,
      "name": "to-41-fqdn",
      "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 240.**

Parameter	Required	Type	Description
name	Yes	String	Outbound route name.
outbound_cid	No	String	Outbound caller ID.
dial_pattern_list	No	Array< <a href="#">Dial_Pattern_List</a> >	The dial pattern of the outbound route.
trunk_list	No	Array< <a href="#">Trunk_List</a> >	The selected trunk in the outbound route.
ext_list	No	Array< <a href="#">Ext_List</a> >	The selected extensions in the outbound route.
pin_protect	Yes	String	Outbound route password. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>disable</code></li> <li>• <code>single_pin</code></li> <li>• <code>pin_list</code></li> </ul>
pin	No	String	Single PIN code.  <div>  <b>Note:</b>            This parameter is required when the value of <code>pin_protect</code> is set to <code>single_pin</code>.         </div>
pin_list	No	Integer	The unique ID of the selected PIN list.  <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• This parameter is required when the value of <code>pin_protect</code> is set to <code>pin_list</code>.</li> <li>• You can query the PIN list ID using <a href="#">Get Menu Options</a>.</li> </ul> </div>

## Dial\_Pattern\_List

**Table 241.**

Parameter	Required	Type	Description
pattern	No	String	The dial pattern matching rules.

**Table 241. (continued)**

Parameter	Required	Type	Description
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 242.**

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 243.**

Parameter	Required	Type	Description
id	Yes	Integer	<p>The unique ID of the selected extension/extension group/organization.</p> <div>  <b>Note:</b>            You can query the desired ID using <a href="#">Get Menu Options</a>.         </div>
ext_number	No	String	Extension number.
ext_name	No	String	The name of the extension/extension group/organization.
type	Yes	String	<p>The type of the selected item.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• extension</li> <li>• ext_group</li> <li>• organization</li> </ul>

## Response parameters

**Table 244.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
id	Integer	The unique ID of the outbound route.

## Examples

### Request example

```
POST /
openapi/v1.0/outbound_route/create?access_token=EKAuoD0jqEYnQoyOJBH0QmN7J9XRCTRq HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
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 245.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of the outbound route.
<div>  <b>Note:</b> </div>			

**Table 245. (continued)**

Parameter	Required	Type	Description
			 To obtain the outbound route's ID, see <a href="#">Search Specific Outbound Routes</a> .
name	No	String	Outbound route name.
outbound_cid	No	String	Outbound caller ID.
dial_pattern_list	No	Array< <a href="#">Dial_Pattern_List</a> >	The dial pattern of the outbound route.
trunk_list	No	Array< <a href="#">Trunk_List</a> >	The selected trunk in the outbound route.
ext_list	No	Array< <a href="#">Ext_List</a> >	The selected extensions in the outbound route.
pin_protect	No	String	Outbound route password. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>disable</code></li> <li>• <code>single_pin</code></li> <li>• <code>pin_list</code></li> </ul>
pin	No	String	Single PIN code.   <b>Note:</b> This parameter is required when the value of <code>pin_protect</code> is set to <code>single_pin</code> .
pin_list	No	Integer	The unique ID of the selected PIN list.   <b>Note:</b> <ul style="list-style-type: none"> <li>• This parameter is required when the value of <code>pin_protect</code> is set to <code>pin_list</code>.</li> <li>• You can query the PIN list ID using <a href="#">Get Menu Options</a>.</li> </ul>

**Dial\_Pattern\_List**



**Table 246.**

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 247.**

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 248.**


Parameter	Required	Type	Description
id	Yes	Integer	<p>The unique ID of the selected extension/extension group/organization.</p> <div>  <b>Note:</b>            You can query the desired ID using <a href="#">Get Menu Options</a>.         </div>
ext_number	No	String	Extension number.
ext_name	No	String	The name of the extension/extension group/organization.
type	Yes	String	<p>The selected type.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>extension</li> </ul>

**Table 248. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>ext_group</code></li> <li>• <code>organization</code></li> </ul>

## Response parameters

**Table 249.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

## Examples

### Request example

```
POST /
openapi/v1.0/outbound_route/update?access_token=EepE7JpKkhEWCjiOVqi9u3TJnYF
1vLg1 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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 250.**

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 251.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> </ul>

**Table 251. (continued)**

Parameter	Type	Description
		• FAILURE: Failed.

## Examples

### Request example

```
GET /
openapi/v1.0/outbound_route/delete?id=11&access_token=ntuLtezMSZxInGTuPUa5j
HEhyshNJ4Pe HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### Response example

```
HTTP 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 252.**

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 253.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
total_number	Integer	The total number of PIN list.
data	Array <a href="#">&lt;PINList_Info&gt;</a>	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	<p>Whether to record the PIN code in CDR when the PIN code has been used.</p> <ul style="list-style-type: none"> <li>0: No</li> <li>1: Yes</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/pin_list/list?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
HTTP/1.1
```

Host: yeastardocs.example.yeastarcloud.com

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": "International_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 255.


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:			

**Table 255. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>name</code></li> </ul>
<code>order_by</code>	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>
<code>search_value</code>	No	String	Search keyword.

## Response parameters

**Table 256.**

Parameter	Type	Description
<code>errcode</code>	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
<code>errmsg</code>	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
<code>total_number</code>	Integer	The total number of PIN list.
<code>data</code>	Array <a href="#">&lt;PINList_Info&gt;</a>	The information of each PIN list.

## PINList\_Info

**Table 257.**

Parameter	Type	Description
<code>id</code>	Integer	The unique ID of the PIN list.
<code>name</code>	String	The name of the PIN list.
<code>pin_list</code>	String	The PIN codes.

**Table 257. (continued)**

Parameter	Type	Description
enb_record_cdr	Integer	Whether to record the PIN code in CDR when the PIN code has been used. <ul style="list-style-type: none"><li>• 0: No</li><li>• 1: Yes</li></ul>

## Examples

### Request example

```
GET /
openapi/v1.0/pin_list/search?search_value=local&access_token=ojPrvnfzPdwc80
CcRmhG16gEHuZcwFco HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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 258.**

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a PIN list.  <div>  <b>Note:</b>            You can query PIN list's ID using <a href="#">Search Specific PIN Lists</a>.         </div>

## Response parameters

**Table 259.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object <a href="#">&lt;PINList_Info&gt;</a>	The information of the PIN list.

## PINList\_Info

**Table 260.**

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 260. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"><li>• 0: No</li><li>• 1: Yes</li></ul>

## Examples

### Request example

```
GET /
openapi/v1.0/pin_list/get?id=13&access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwF
co HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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 261.**

Parameter	Required	Type	Description
ids	Yes	String	<p>The unique ID(s) of PIN list(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query PIN list's ID using <a href="#">Search Specific PIN Lists</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

## Response parameters

**Table 262.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Array <a href="#">&lt;PINList_Info&gt;</a>	The information of each PIN list.

## PINList\_Info

**Table 263.**

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.

**Table 263. (continued)**

Parameter	Type	Description
enb_record_cdr	Integer	Whether to record the PIN code in CDR when the PIN code has been used. <ul style="list-style-type: none"> <li>• 0: No</li> <li>• 1: Yes</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/pin_list/query?id=13,14&access_token=ojPrvnfzPdwc8OCcRmhG16gEH
uZcwFco HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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": "International_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 264.**

Parameter	Required	Type	Description
name	Yes	String	The name of the PIN list.
pin_list	Yes	String	The PIN codes. <div>  <b>Note:</b>              Use a comma to separate multiple PIN codes.           </div>
enb_record_cdr	No	Integer	Whether to record the PIN code in CDR when the PIN code has been used. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: No</li> <li>• 1: Yes</li> </ul>

## Response parameters

**Table 265.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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 266.


Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a PIN list.
<div> <b>Note:</b></div>			

**Table 266. (continued)**

Parameter	Required	Type	Description
			 You can query PIN list's ID using <a href="#">Search Specific PIN Lists</a> .
name	No	String	The name of the PIN list.
pin_list	No	String	The PIN codes.  <b>Note:</b> 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: No</li> <li>• 1: Yes</li> </ul>

## Response parameters

**Table 267.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>

## Examples

### Request example

```
POST /
openapi/v1.0/pin_list/update?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
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 268.

Parameter	Required	Type	Description
id	Yes	Integer	The unique ID of a PIN list. <div> <b>Note:</b> You can query PIN list's ID using <a href="#">Search Specific PIN Lists</a>.</div>



## Response parameters

**Table 269.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/pin_list/delete?id=9&access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZc
wFco HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>number</code></li> <li>• <code>name</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order</li> <li>• <code>desc</code>: Descending order</li> </ul>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of IVRs.
data	Array <a href="#">&lt;IVR_List&gt;</a>	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. <ul style="list-style-type: none"> <li>• <code>disable</code>: Prohibit callers from calling any extensions.</li> <li>• <code>all</code>: Allow callers to call all extensions.</li> <li>• <code>allow</code>: Allow callers to call specified extensions.</li> <li>• <code>restrict</code>: Prohibit callers from calling specified extensions.</li> </ul>
enb_dial_outb_routes	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. <ul style="list-style-type: none"> <li>• <code>0</code>: Disallow.</li> <li>• <code>1</code>: Allow.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
```

### 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
    }
  ]
}
```

```

    },
    {
        "id": 2,
        "number": "6203",
        "name": "VoiceAssist Navigator",
        "dial_ext_option": "disable",
        "enb_dial_outb_routes": 0
    },
    {
        "id": 3,
        "number": "6200",
        "name": "VoiceMenu Navigator",
        "dial_ext_option": "allow",
        "enb_dial_outb_routes": 1
    },
    {
        "id": 4,
        "number": "6201",
        "name": "Virtual Receptionist",
        "dial_ext_option": "all",
        "enb_dial_outb_routes": 1
    }
]
}

```

## 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>id</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>number</code></li> <li>• <code>name</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order</li> <li>• <code>desc</code>: Descending order</li> </ul>
search_value	No	String	Search keyword.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of searched IVRs.
data	Array <a href="#">&lt;IVR_List&gt;</a>	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. <ul style="list-style-type: none"> <li>• <code>disable</code>: Prohibit callers from calling any extensions.</li> <li>• <code>all</code>: Allow callers to call all extensions.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>allow</b>: Allow callers to call specified extensions.</li> <li>• <b>restrict</b>: Prohibit callers from calling specified extensions.</li> </ul>
enb_dial_outb_routes	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. <ul style="list-style-type: none"> <li>• <b>0</b>: Disallow.</li> <li>• <b>1</b>: Allow.</li> </ul>

## Examples

### Request example

Search for the IVR with the number "6200".

```
GET /
openapi/v1.0/ivr/search?access_token=Jh5d63SPHsNMnv6nzoOgUeKDyXSuOGxg&search_value=6200 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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
    }
  ]
}
```


## 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.  <div>  <b>Note:</b>            You can query IVR's ID using <a href="#">Search Specific IVRs</a>.         </div>

## Response parameters




Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object < <a href="#">IVR_DetailInfo</a> >	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.


Parameter	Type	Description
resp_timeout	Integer	<p>The timeout duration for callers to input keys after playing the IVR prompt (<b>Unit:</b> Second).</p> <div>  <b>Note:</b>            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 <a href="#">Timeout Destination</a>.         </div>
digit_timeout	Integer	The timeout duration between the caller inputting a key and the next key ( <b>Unit:</b> Second).
dial_ext_option	String	<p>Whether to allow callers to dial extensions via IVR.</p> <ul style="list-style-type: none"> <li>• <code>disable</code>: Prohibit callers from dialing any extensions.</li> <li>• <code>all</code>: Allow callers to dial all extensions.</li> <li>• <code>allow</code>: Allow callers to dial specified extensions.</li> <li>• <code>restrict</code>: Prohibit callers from dialing specified extensions.</li> </ul>
enb_dial_outb_routes	Integer	<p>Whether to allow callers to use outbound routes to make outbound calls from the IVR.</p> <ul style="list-style-type: none"> <li>• <code>0</code>: Disallow.</li> <li>• <code>1</code>: Allow.</li> </ul>
enb_dial_check_vm	Integer	<p>Whether to allow callers to check voicemail via IVR.</p> <ul style="list-style-type: none"> <li>• <code>0</code>: Disallow.</li> <li>• <code>1</code>: Allow.</li> </ul>
press <sub>x</sub> _dest	String	<p>The destination type of key <sub>x</sub>.</p> <div>  <b>Note:</b>  <sub>x</sub> refers to a specific number between 0 and 9.         </div> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>conference</code>: Conference.</li> </ul>



Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>press<math>x</math>_dest_p</code> refix	String	<p>This parameter returns different values depending on the destination type of key <math>x</math> (<a href="#">press<math>x</math>_dest</a>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>press<math>x</math>_dest_v</code> alue	String	<p>The destination of key <math>x</math>. This parameter returns different values depending on the destination type of key <math>x</math> (<a href="#">press<math>x</math>_dest</a>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>allow_out_rec</code> <code>ord<math>x</math></code>	Integer	<p>After a call has been routed to the destination of key <math>x</math>, stop recording the call.</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 1: Enabled.</li> </ul>
press_hash_dest	String	<p>The destination type of key #.</p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• group_vm: Group Voicemail.</li> <li>• conference: Conference.</li> <li>• dial_by_name: Dial by Name.</li> <li>• external_num: External Number.</li> <li>• play_greeting: Play Prompt and Exit.</li> <li>• play_prompt: Play Prompt and Return to IVR.</li> </ul>
press_hash_dest_prefix	String	<p>This parameter returns different values depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
press_hash_dest_value	String	<p>The destination of key #. This parameter returns different values depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
allow_out_record_hash	Integer	<p>After a call has been routed to the destination of key #, stop recording the call.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>

Parameter	Type	Description
press_star_dest	String	<p>The destination type of key *.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>conference</code>: Conference.</li> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
press_star_dest_prefix	String	<p>This parameter returns different values depending on the destination type of key *.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
press_star_dest_value	String	<p>The destination of key *. This parameter returns different values depending on the destination type of key *.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
allow_out_record_star	Integer	<p>After a call has been routed to the destination of key *, stop recording the call.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
timeout_dest	String	The destination type of <b>Response Timeout</b> .

Parameter	Type	Description
		<div>  <b>Note:</b> </div> <p><b>Response Timeout</b> 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.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>conference</code>: Conference.</li> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>timeout_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>timeout_dest_value</code>	String	<p>The destination of <b>Response Timeout</b>. This parameter returns different values depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>

Parameter	Type	Description
allow_out_record_timeout	Integer	<p>After a call has been routed to the destination of <b>Response Timeout</b>, stop recording the call.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
invalid_dest	String	<p>The destination type of invalid input.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>conference</code>: Conference.</li> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
invalid_dest_prefix	String	<p>This parameter returns different values depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
invalid_dest_value	String	<p>The destination of invalid input. This parameter returns different values depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>

Parameter	Type	Description
allow_out_rec ord_invalid	Integer	After a call has been routed to the destination of invalid input, stop recording the call. <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
dial_ext_list	Array < <a href="#">Allow_Ext_List</a> >	Extensions or extension groups that callers are allowed to call via the IVR.
restrict_dial_ext_list	Array < <a href="#">Restrict_Ext_List</a> >	Extensions or extension groups that callers are prohibited from calling via the IVR.
dial_outb_route_list	Array < <a href="#">Allow_Route_List</a> >	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. <ul style="list-style-type: none"> <li>• 0: Disallow.</li> <li>• 1: Allow.</li> </ul>
prompt_manger_password	String	The password for modifying IVR prompts.

## 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
		<ul style="list-style-type: none"> <li>• extension</li> <li>• ext_group</li> <li>• organization</li> </ul>

## 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	<p>The type of the object that callers are prohibited from calling.</p> <ul style="list-style-type: none"> <li>• extension</li> <li>• ext_group</li> <li>• organization</li> </ul>

## 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 "5".

```
GET /
openapi/v1.0/ivr/get?access_token=sRuPSzYcPflKgdwSVpA1lhxlVLw0q0zl&id=5
HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

### Response example

```

HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": {
    "id": 5,
    "number": "6204",
    "name": "Virtual Receptionist",
    "prompt": "default",
    "prompt_repeat": 3,
    "resp_timeout": 3,
    "digit_timeout": 3,
    "dial_ext_option": "allow",
    "enb_dial_outb_routes": 1,
    "enb_dial_check_vm": 0,
    "press0_dest": "conference",
    "press0_dest_prefix": "",
    "press0_dest_value": "1",
    "allow_out_record0": 0,
    "press1_dest": "extension",
    "press1_dest_prefix": "",
    "press1_dest_value": "73",
    "allow_out_record1": 0,
    "press2_dest": "ext_vm",
    "press2_dest_prefix": "123",
    "press2_dest_value": "73",
    "allow_out_record2": 0,
    "press3_dest": "ivr",
    "press3_dest_prefix": "",
    "press3_dest_value": "1",
    "allow_out_record3": 0,
    "press4_dest": "ring_group",
    "press4_dest_prefix": "",
    "press4_dest_value": "4",
    "allow_out_record4": 0,
    "press5_dest": "queue",
    "press5_dest_prefix": "",
    "press5_dest_value": "1",
    "allow_out_record5": 0,
    "press6_dest": "play_greeting",
    "press6_dest_prefix": "3",
    "press6_dest_value": "IVR.wav",
    "allow_out_record6": 0,
    "press7_dest": "play_prompt",
    "press7_dest_prefix": "5",
  }
}

```



```

"press7_dest_value": "IVR.wav",
"allow_out_record7": 0,
"press8_dest": "external_num",
"press8_dest_prefix": "123",
"press8_dest_value": "123456",
"allow_out_record8": 0,
"press9_dest": "ext_vm",
"press9_dest_prefix": "",
"press9_dest_value": "73",
"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": "",
"invalid_dest_prefix": "",
"invalid_dest_value": "",
"allow_out_record_invalid": 0,
"dial_ext_list": [
    {
        "text": "Support",
        "text2": "Support",
        "value": "86",
        "type": "ext_group"
    },
    {
        "text": "Phillip Huff",
        "text2": "1001",
        "value": "85",
        "type": "extension"
    }
],
"dial_outb_route_list": [
    {
        "text": "to39",
        "value": "1"
    }
]

```

```

    ],
    "alert_info": "",
    "prompt_manger_enb": 0,
    "prompt_manger_password": "*****"
  }
}

```


## 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	<p>The unique ID of the IVR(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query IVR's ID using <a href="#">Search Specific IVRs</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>




### Response parameters


Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>FAILURE:</b> Failed.</li> </ul>
data	Object < <a href="#">IVR_DetailInfo</a> >	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	<p>The timeout duration for callers to input keys after playing the IVR prompt (<b>Unit:</b> Second).</p> <div>  <b>Note:</b>            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 <a href="#">Timeout Destination</a>.         </div>
digit_timeout	Integer	The timeout duration between the caller inputting a key and the next key ( <b>Unit:</b> Second).
dial_ext_option	String	<p>Whether to allow callers to dial extensions via IVR.</p> <ul style="list-style-type: none"> <li>• <b>disable:</b> Prohibit callers from dialing any extensions.</li> <li>• <b>all:</b> Allow callers to dial all extensions.</li> <li>• <b>allow:</b> Allow callers to dial specified extensions.</li> <li>• <b>restrict:</b> Prohibit callers from dialing specified extensions.</li> </ul>
enb_dial_outb_routes	Integer	<p>Whether to allow callers to use outbound routes to make outbound calls from the IVR.</p> <ul style="list-style-type: none"> <li>• <b>0:</b> Disallow.</li> <li>• <b>1:</b> Allow.</li> </ul>
enb_dial_check_vm	Integer	Whether to allow callers to check voicemail via IVR.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>0: Disallow.</li> <li>1: Allow.</li> </ul>
press $x$ _dest	String	<p>The destination type of key <math>x</math>.</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9.         </div> <ul style="list-style-type: none"> <li>end_call: Hang Up.</li> <li>extension: Extension.</li> <li>ext_vm: Extension Voicemail.</li> <li>ivr: IVR.</li> <li>ring_group: Ring Group.</li> <li>queue: Queue.</li> <li>group_vm: Group Voicemail.</li> <li>conference: Conference.</li> <li>dial_by_name: Dial by Name.</li> <li>external_num: External Number.</li> <li>play_greeting: Play Prompt and Exit.</li> <li>play_prompt: Play Prompt and Return to IVR.</li> </ul>
press $x$ _dest_p refix	String	<p>This parameter returns different values depending on the destination type of key <math>x</math> (<a href="#">press<math>x</math>_dest</a>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9.         </div> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
press $x$ _dest_v alue	String	<p>The destination of key <math>x</math>. This parameter returns different values depending on the destination type of key <math>x</math> (<a href="#">press<math>x</math>_dest</a>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9.         </div> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> <li>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</li> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>allow_out_record</code> <code>x</code>	Integer	<p>After a call has been routed to the destination of key <code>x</code>, stop recording the call.</p> <div>  <b>Note:</b>  <code>x</code> refers to a specific number between 0 and 9.         </div> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>press_hash_dest</code>	String	<p>The destination type of key #.</p> <ul style="list-style-type: none"> <li><code>end_call</code>: Hang Up.</li> <li><code>extension</code>: Extension.</li> <li><code>ext_vm</code>: Extension Voicemail.</li> <li><code>ivr</code>: IVR.</li> <li><code>ring_group</code>: Ring Group.</li> <li><code>queue</code>: Queue.</li> <li><code>group_vm</code>: Group Voicemail.</li> <li><code>conference</code>: Conference.</li> <li><code>dial_by_name</code>: Dial by Name.</li> <li><code>external_num</code>: External Number.</li> <li><code>play_greeting</code>: Play Prompt and Exit.</li> <li><code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>press_hash_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>press_hash_dest_value</code>	String	<p>The destination of key #. This parameter returns different values depending on the destination type of key #.</p>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>allow_out_record_hash</code>	Integer	<p>After a call has been routed to the destination of key #, stop recording the call.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>press_star_dest</code>	String	<p>The destination type of key *.</p> <ul style="list-style-type: none"> <li><code>end_call</code>: Hang Up.</li> <li><code>extension</code>: Extension.</li> <li><code>ext_vm</code>: Extension Voicemail.</li> <li><code>ivr</code>: IVR.</li> <li><code>ring_group</code>: Ring Group.</li> <li><code>queue</code>: Queue.</li> <li><code>group_vm</code>: Group Voicemail.</li> <li><code>conference</code>: Conference.</li> <li><code>dial_by_name</code>: Dial by Name.</li> <li><code>external_num</code>: External Number.</li> <li><code>play_greeting</code>: Play Prompt and Exit.</li> <li><code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>press_star_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of key *.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>press_star_dest_value</code>	String	<p>The destination of key *. This parameter returns different values depending on the destination type of key *.</p>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>allow_out_record_star</code>	Integer	<p>After a call has been routed to the destination of key <code>*</code>, stop recording the call.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>timeout_dest</code>	String	<p>The destination type of <b>Response Timeout</b>.</p> <div>  <b>Note:</b>  <b>Response Timeout</b> 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. </div> <ul style="list-style-type: none"> <li><code>end_call</code>: Hang Up.</li> <li><code>extension</code>: Extension.</li> <li><code>ext_vm</code>: Extension Voicemail.</li> <li><code>ivr</code>: IVR.</li> <li><code>ring_group</code>: Ring Group.</li> <li><code>queue</code>: Queue.</li> <li><code>group_vm</code>: Group Voicemail.</li> <li><code>conference</code>: Conference.</li> <li><code>dial_by_name</code>: Dial by Name.</li> <li><code>external_num</code>: External Number.</li> <li><code>play_greeting</code>: Play Prompt and Exit.</li> <li><code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>timeout_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>timeout_dest_value</code>	String	<p>The destination of <b>Response Timeout</b>. This parameter returns different values depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>allow_out_record_timeout</code>	Integer	<p>After a call has been routed to the destination of <b>Response Timeout</b>, stop recording the call.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>invalid_dest</code>	String	<p>The destination type of invalid input.</p> <ul style="list-style-type: none"> <li><code>end_call</code>: Hang Up.</li> <li><code>extension</code>: Extension.</li> <li><code>ext_vm</code>: Extension Voicemail.</li> <li><code>ivr</code>: IVR.</li> <li><code>ring_group</code>: Ring Group.</li> <li><code>queue</code>: Queue.</li> <li><code>group_vm</code>: Group Voicemail.</li> <li><code>conference</code>: Conference.</li> <li><code>dial_by_name</code>: Dial by Name.</li> <li><code>external_num</code>: External Number.</li> <li><code>play_greeting</code>: Play Prompt and Exit.</li> <li><code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>invalid_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> </ul>



Parameter	Type	Description
		<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>invalid_dest_value</code>	String	<p>The destination of invalid input. This parameter returns different values depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>allow_out_record_invalid</code>	Integer	<p>After a call has been routed to the destination of invalid input, stop recording the call.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>dial_ext_list</code>	Array < <a href="#">Allow Ext List</a> >	Extensions or extension groups that callers are allowed to call via the IVR.
<code>restrict_dial_ext_list</code>	Array < <a href="#">Restrict Ext List</a> >	Extensions or extension groups that callers are prohibited from calling via the IVR.
<code>dial_outbound_route_list</code>	Array < <a href="#">Allow Route List</a> >	The outbound route that callers are allowed to use via the IVR.
<code>alert_info</code>	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.
<code>prompt_manager_enable</code>	Integer	<p>Whether to allow users to dial the feature code #9 to modify the IVR prompt.</p> <ul style="list-style-type: none"> <li>0: Disallow.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>1: Allow.</li> </ul>
prompt_manager_password	String	The password for modifying IVR prompts.

## 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	<p>The type of the object that callers are allowed to call.</p> <ul style="list-style-type: none"> <li>extension</li> <li>ext_group</li> <li>organization</li> </ul>

## 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	<p>The type of the object that callers are prohibited from calling.</p> <ul style="list-style-type: none"> <li>extension</li> <li>ext_group</li> <li>organization</li> </ul>

## 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: 4 & 5) at the same time.

```
GET /
openapi/v1.0/ivr/query?access_token=XKvESnkcM3tZMjP7ZdmhUsnAvZ7vdzD6&ids=4,
5 HTTP/1.1
```

```
Host: yeastardocs.example.yeastarcloud.com
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": [
    {
      "id": 4,
      "number": "6203",
      "name": "VoiceAssist Navigator",
      "prompt": "default",
      "prompt_repeat": 3,
      "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": "",
"timeout_dest_prefix": "",
"timeout_dest_value": "",
"allow_out_record_timeout": 0,
"invalid_dest": "",
"invalid_dest_prefix": "",

```

```

    "invalid_dest_value": "",
    "allow_out_record_invalid": 0,
    "alert_info": "",
    "prompt_manger_enb": 0,
    "prompt_manger_password": "*****"
  },
  {
    "id": 5,
    "number": "6204",
    "name": "Virtual Receptionist",
    "prompt": "default",
    "prompt_repeat": 3,
    "resp_timeout": 3,
    "digit_timeout": 3,
    "dial_ext_option": "allow",
    "enb_dial_outb_routes": 1,
    "enb_dial_check_vm": 0,
    "press0_dest": "conference",
    "press0_dest_prefix": "",
    "press0_dest_value": "1",
    "allow_out_record0": 0,
    "press1_dest": "extension",
    "press1_dest_prefix": "",
    "press1_dest_value": "73",
    "allow_out_record1": 0,
    "press2_dest": "ext_vm",
    "press2_dest_prefix": "123",
    "press2_dest_value": "73",
    "allow_out_record2": 0,
    "press3_dest": "ivr",
    "press3_dest_prefix": "",
    "press3_dest_value": "1",
    "allow_out_record3": 0,
    "press4_dest": "ring_group",
    "press4_dest_prefix": "",
    "press4_dest_value": "4",
    "allow_out_record4": 0,
    "press5_dest": "queue",
    "press5_dest_prefix": "",
    "press5_dest_value": "1",
    "allow_out_record5": 0,
    "press6_dest": "play_greeting",
    "press6_dest_prefix": "3",
    "press6_dest_value": "IVR.wav",
    "allow_out_record6": 0,
  }

```

```

"press7_dest": "play_prompt",
"press7_dest_prefix": "5",
"press7_dest_value": "IVR.wav",
"allow_out_record7": 0,
"press8_dest": "external_num",
"press8_dest_prefix": "123",
"press8_dest_value": "123456",
"allow_out_record8": 0,
"press9_dest": "ext_vm",
"press9_dest_prefix": "",
"press9_dest_value": "73",
"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": "",
"invalid_dest_prefix": "",
"invalid_dest_value": "",
"allow_out_record_invalid": 0,
"dial_ext_list": [
    {
        "text": "Support",
        "text2": "Support",
        "value": "86",
        "type": "ext_group"
    },
    {
        "text": "Phillip Huff",
        "text2": "1001",
        "value": "85",
        "type": "extension"
    }
],
"dial_outb_route_list": [
    {
        "text": "to39",

```

```

        "value": "1"
      }
    ],
    "alert_info": "",
    "prompt_manger_enb": 0,
    "prompt_manger_password": "*****"
  }
]
}

```


## 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	<p>The name of the IVR prompt.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <b>default:</b> The default prompt.</li> <li>• Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• Up to 5 prompts are supported.</li> <li>• Use a comma to separate multiple custom prompt file names. E.g. <code>default,IVR.wav</code>.</li> </ul> </div>
prompt_repeat	Yes	Integer	<p>The maximum number of times the IVR prompt will be repeated.</p> <p><b>Valid value:</b> 1 - 5.</p>
resp_timeout	Yes	Integer	<p>The timeout duration for callers to input keys after playing the IVR prompt (<b>Unit:</b> Second).</p>

Parameter	Required	Type	Description
			<p><b>Valid value:</b> 1 - 10.</p> <div>  <b>Note:</b>            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 <a href="#">Timeout Destination</a>.         </div>
digit_timeout	Yes	Integer	<p>The timeout duration between the caller inputting a key and the next key (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 10.</p>
alert_info	No	String	<p>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.</p>
dial_ext_option	Yes	String	<p>Whether to allow callers to dial extensions via IVR.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>disable</code>: Prohibit callers from dialing any extensions.</li> <li>• <code>all</code>: Allow callers to dial all extensions.</li> <li>• <code>allow</code>: Allow callers to dial specified extensions.</li> <li>• <code>restrict</code>: Prohibit callers from dialing specified extensions.</li> </ul>
dial_ext_list	No	Array < <a href="#">Allow_Ext_List</a> >	<p>Extensions or extension groups that callers are allowed to call within the IVR.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">dial_ext_option</a> is set to <code>allow</code>.         </div>
restrict_dial_ext_list	No	Array < <a href="#">Restrict_Ext_List</a> >	<p>Extensions or extension groups that callers are prohibited from calling within the IVR.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">dial_ext_option</a> is set to <code>restrict</code>.         </div>
enb_dial_outb_routes	No	Integer	<p>Whether to allow callers to use outbound routes to make outbound calls from the IVR.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disallow.</li> </ul>




Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 1: Allow.</li> </ul>
dial_outb_route_list	No	Array <Allow_Route_List>	<p>The outbound route that callers are allowed to use within the IVR.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">enb_dial_outb_routes</a> is set to 1.         </div>
enb_dial_check_vm	No	Integer	<p>Whether to allow callers to check voicemail via IVR.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disallow.</li> <li>• 1: Allow.</li> </ul>
prompt_manager_enb	No	Integer	<p>Whether to allow users to dial the feature code #9 to modify the IVR prompt.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disallow.</li> <li>• 1: Allow.</li> </ul>
prompt_manager_password	No	String	<p>The password for modifying IVR prompts.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">prompt_manager_enb</a> is set to 1.         </div>
press <sub>x</sub> _dest	No	String	<p>The destination type of key <sub>x</sub>.</p> <div>  <b>Note:</b>  <sub>x</sub> refers to a specific number between 0 and 9.         </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• group_vm: Group Voicemail.</li> <li>• conference: Conference.</li> <li>• dial_by_name: Dial by Name.</li> <li>• external_num: External Number.</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>press<math>x</math>_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the destination type of key <math>x</math> (<code>press<math>x</math>_dest</code>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
<code>press<math>x</math>_dest_value</code>	No	String	<p>The destination of key <math>x</math>. This parameter defines different settings depending on the destination type of key <math>x</math> (<code>press<math>x</math>_dest</code>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, 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.</li> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record<math>x</math></code>	No	Integer	<p>After a call has been routed to the destination of key <math>x</math>, stop recording the call.</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 1: Enabled.</li> </ul>
press_hash_dest	No	String	<p>The destination type of key #.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• group_vm: Group Voicemail.</li> <li>• conference: Conference.</li> <li>• dial_by_name: Dial by Name.</li> <li>• external_num: External Number.</li> <li>• play_greeting: Play Prompt and Exit.</li> <li>• play_prompt: Play Prompt and Return to IVR.</li> </ul>
press_hash_dest_prefix	No	String	<p>This parameter defines different settings depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
press_hash_dest_value	No	String	<p>The destination of key #. This parameter defines different settings depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, 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.</li> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
allow_out_record_hash	No	Integer	<p>After a call has been routed to the destination of key #, stop recording the call.</p> <p><b>Valid value:</b></p>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
press_star_dest	No	String	<p>The destination type of key *.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>conference</code>: Conference.</li> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
press_star_dest_prefix	No	String	<p>The parameter defines different settings depending on the destination type of key *.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
press_star_dest_value	No	String	<p>The destination of key *. This parameter defines different settings depending on the destination type of key *.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
allow_out_record_star	No	Integer	<p>After a call has been routed to the destination of key *, stop recording the call.</p>

Parameter	Required	Type	Description
			<p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
timeout_dest	No	String	<p>The destination type of <b>Response Timeout</b>.</p> <div>  <p><b>Note:</b>  <b>Response Timeout</b> 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.</p> </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• group_vm: Group Voicemail.</li> <li>• conference: Conference.</li> <li>• dial_by_name: Dial by Name.</li> <li>• external_num: External Number.</li> <li>• play_greeting: Play Prompt and Exit.</li> <li>• play_prompt: Play Prompt and Return to IVR.</li> </ul>
timeout_dest_prefix	No	String	<p>This parameter defines different settings depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
timeout_dest_value	No	String	<p>The destination of <b>Response Timeout</b>. This parameter defines different settings depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> </ul>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record_timeout</code>	No	Integer	<p>After a call has been routed to the destination of <b>Response Timeout</b>, stop recording the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>invalid_dest</code>	No	String	<p>The destination type of invalid input.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>end_call</code>: Hang Up.</li> <li><code>extension</code>: Extension.</li> <li><code>ext_vm</code>: Extension Voicemail.</li> <li><code>ivr</code>: IVR.</li> <li><code>ring_group</code>: Ring Group.</li> <li><code>queue</code>: Queue.</li> <li><code>group_vm</code>: Group Voicemail.</li> <li><code>conference</code>: Conference.</li> <li><code>dial_by_name</code>: Dial by Name.</li> <li><code>external_num</code>: External Number.</li> <li><code>play_greeting</code>: Play Prompt and Exit.</li> <li><code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>invalid_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
<code>invalid_dest_value</code>	No	String	<p>The destination of invalid input. This parameter defines different settings depending on the destination type of invalid input.</p>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, 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.</li> <li>When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record_invalid</code>	No	Integer	<p>After a call has been routed to the destination of invalid input, stop recording the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>


## Allow\_Ext\_List

Parameter	Required	Type	Description
<code>value</code>	Yes	String	<p>The ID of the extension / extension group / organization that callers are allowed to call.</p> <div>  <b>Note:</b>            You can use <a href="#">Get Menu Options</a> to query ID of the desired extension, extension group, and organization.         </div>
<code>type</code>	Yes	String	<p>The type of the object that callers are allowed to call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code></li> <li><code>ext_group</code></li> <li><code>organization</code></li> </ul>


## Restrict\_Ext\_List

Parameter	Required	Type	Description
value	Yes	String	<p>The ID of the extension / extension group / organization that callers are prohibited from calling.</p> <div>  <b>Note:</b>            You can use <a href="#">Get Menu Options</a> to query ID of the desired extension, extension group, and organization.         </div>
type	Yes	String	<p>The type of the object that callers are prohibited from calling.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• extension</li> <li>• ext_group</li> <li>• organization</li> </ul>


## 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	<p>The ID of the outbound route that callers are allowed to use.</p> <div>  <b>Note:</b>            You can use <a href="#">Search Specific Outbound Routes</a> to query the ID of the desired outbound route.         </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> </div>



Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>
id	Integer	The unique ID of the IVR.

## Examples

### Request example

```
POST /openapi/v1.0/ivr/create?access_token=sRuPSzYcPflKgdwSVpAllhxlVLw0q0z1
HTTP/1.1
```

Host: yeastardocs.example.yeastarcloud.com

Content-Type: application/json

```
{
  "number": "6210",
  "name": "VoiceMenu Navigator",
  "prompt": "default",
  "prompt_repeat": 3,
  "resp_timeout": 3,
  "digit_timeout": 3,
  "alert_info": "",
  "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_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": 8
}

```




## 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	<p>The unique ID of the IVR.</p> <div>  <b>Note:</b>            You can query IVR's ID using <a href="#">Search Specific IVRs</a>.         </div>
number	No	String	IVR number.
name	No	String	IVR name.
prompt	No	String	<p>The name of the IVR prompt.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>default</code>: The default prompt.</li> <li>• Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• Up to 5 prompts are supported.</li> <li>• Use a comma to separate multiple custom prompt file names. E.g. <code>default,IVR.wav</code>.</li> </ul> </div>
prompt_repeat	No	Integer	<p>The maximum number of times the IVR prompt will be repeated.</p> <p><b>Valid value:</b> 1 - 5.</p>
resp_timeout	No	Integer	<p>The timeout duration for callers to input keys after playing the IVR prompt (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 10.</p> <div>  <b>Note:</b>            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 <a href="#">Timeout Destination</a>.         </div>
digit_timeout	No	Integer	<p>The timeout duration between the caller inputting a key and the next key (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 10.</p>

Parameter	Required	Type	Description
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.
dial_ext_option	No	String	Whether to allow callers to dial extensions via IVR. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>disable</code>: Prohibit callers from dialing any extensions.</li> <li>• <code>all</code>: Allow callers to dial all extensions.</li> <li>• <code>allow</code>: Allow callers to dial specified extensions.</li> <li>• <code>restrict</code>: Prohibit callers from dialing specified extensions.</li> </ul>
dial_ext_list	No	Array < <a href="#">Allow_Ext_List</a> >	Extensions or extension groups that callers are allowed to call within the IVR.  <div>  <b>Note:</b>            This parameter is required when <a href="#">dial_ext_option</a> is set to <code>allow</code>.         </div>
restrict_dial_ext_list	No	Array < <a href="#">Restrict_Ext_List</a> >	Extensions or extension groups that callers are prohibited from calling within the IVR.  <div>  <b>Note:</b>            This parameter is required when <a href="#">dial_ext_option</a> is set to <code>restrict</code>.         </div>
enb_dial_outb_routes	No	Integer	Whether to allow callers to use outbound routes to make outbound calls from the IVR. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disallow.</li> <li>• <code>1</code>: Allow.</li> </ul>
dial_outb_route_list	No	Array < <a href="#">Allow_Route_List</a> >	The outbound route that callers are allowed to use within the IVR.  <div>  <b>Note:</b>            This parameter is required when <a href="#">enb_dial_outb_routes</a> is set to <code>1</code>.         </div>
enb_dial_check_vm	No	Integer	Whether to allow callers to check voicemail via IVR. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>0</code>: Disallow.</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 1: Allow.</li> </ul>
prompt_manger_enb	No	Integer	<p>Whether to allow users to dial the feature code #9 to modify the IVR prompt.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disallow.</li> <li>• 1: Allow.</li> </ul>
prompt_manger_password	No	String	<p>The password for modifying IVR prompts.</p> <div>  <b>Note:</b>  This parameter is required when <a href="#">prompt_manger_enb</a> is set to 1. </div>
press $x$ _dest	No	String	<p>The destination type of key <math>x</math>.</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• group_vm: Group Voicemail.</li> <li>• conference: Conference.</li> <li>• dial_by_name: Dial by Name.</li> <li>• external_num: External Number.</li> <li>• play_greeting: Play Prompt and Exit.</li> <li>• play_prompt: Play Prompt and Return to IVR.</li> </ul>
press $x$ _dest_prefix	No	String	<p>This parameter defines different settings depending on the destination type of key <math>x</math> (<a href="#">press<math>x</math>_dest</a>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9. </div> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is <code>1</code> - <code>5</code>.</li> </ul>
<code>press<math>x</math>_dest_value</code>	No	String	<p>The destination of key <math>x</math>. This parameter defines different settings depending on the destination type of key <math>x</math> (<code>press<math>x</math>_dest</code>).</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9.         </div> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, 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.</li> <li>When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record<math>x</math></code>	No	Integer	<p>After a call has been routed to the destination of key <math>x</math>, stop recording the call.</p> <div>  <b>Note:</b>  <math>x</math> refers to a specific number between 0 and 9.         </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>0</code>: Disabled.</li> <li><code>1</code>: Enabled.</li> </ul>
<code>press_hash_dest</code>	No	String	<p>The destination type of key #.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>end_call</code>: Hang Up.</li> <li><code>extension</code>: Extension.</li> <li><code>ext_vm</code>: Extension Voicemail.</li> <li><code>ivr</code>: IVR.</li> <li><code>ring_group</code>: Ring Group.</li> <li><code>queue</code>: Queue.</li> <li><code>group_vm</code>: Group Voicemail.</li> <li><code>conference</code>: Conference.</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>press_hash_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
<code>press_hash_dest_value</code>	No	String	<p>The destination of key #. This parameter defines different settings depending on the destination type of key #.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, 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.</li> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record_hash</code>	No	Integer	<p>After a call has been routed to the destination of key #, stop recording the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
<code>press_star_dest</code>	No	String	<p>The destination type of key *.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>conference</code>: Conference.</li> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>press_star_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the destination type of key <code>*</code>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
<code>press_star_dest_value</code>	No	String	<p>The destination of key <code>*</code>. This parameter defines different settings depending on the destination type of key <code>*</code>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record_star</code>	No	Integer	<p>After a call has been routed to the destination of key <code>*</code>, stop recording the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
<code>timeout_dest</code>	No	String	<p>The destination type of <b>Response Timeout</b>.</p> <div>  <b>Note:</b>  <b>Response Timeout</b> 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. </div>




Parameter	Required	Type	Description
			<p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>conference</code>: Conference.</li> <li>• <code>dial_by_name</code>: Dial by Name.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> <li>• <code>play_prompt</code>: Play Prompt and Return to IVR.</li> </ul>
<code>timeout_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
<code>timeout_dest_value</code>	No	String	<p>The destination of <b>Response Timeout</b>. This parameter defines different settings depending on the destination type of <b>Response Timeout</b>.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>allow_out_record_timeout</code>	No	Integer	<p>After a call has been routed to the destination of <b>Response Timeout</b>, stop recording the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> </ul>


Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 1: Enabled.</li> </ul>
invalid_dest	No	String	<p>The destination type of invalid input.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• group_vm: Group Voicemail.</li> <li>• conference: Conference.</li> <li>• dial_by_name: Dial by Name.</li> <li>• external_num: External Number.</li> <li>• play_greeting: Play Prompt and Exit.</li> <li>• play_prompt: Play Prompt and Return to IVR.</li> </ul>
invalid_dest_prefix	No	String	<p>This parameter defines different settings depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
invalid_dest_value	No	String	<p>The destination of invalid input. This parameter defines different settings depending on the destination type of invalid input.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code> or <code>play_prompt</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>ivr</code>, <code>ring_group</code>, <code>queue</code>, <code>group_vm</code>, or <code>conference</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
allow_out_record_invalid	No	Integer	<p>After a call has been routed to the destination of invalid input, stop recording the call.</p>

Parameter	Required	Type	Description
			<b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>

## Allow\_Ext\_List


Parameter	Required	Type	Description
value	Yes	String	<p>The ID of the extension / extension group / organization that callers are allowed to call.</p> <div>  <b>Note:</b>            You can use <a href="#">Get Menu Options</a> to query ID of the desired extension, extension group, and organization.         </div>
type	Yes	String	<p>The type of the object that callers are allowed to call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code></li> <li>• <code>ext_group</code></li> <li>• <code>organization</code></li> </ul>

## Restrict\_Ext\_List


Parameter	Required	Type	Description
value	Yes	String	<p>The ID of the extension / extension group / organization that callers are prohibited from calling.</p> <div>  <b>Note:</b>            You can use <a href="#">Get Menu Options</a> to query ID of the desired extension, extension group, and organization.         </div>
type	Yes	String	<p>The type of the object that callers are prohibited from calling.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code></li> </ul>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>ext_group</li> <li>organization</li> </ul>

## 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. <div>  <b>Note:</b>            You can use <a href="#">Search Specific Outbound Routes</a> to query the ID of the desired outbound route.         </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
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.   <b>Note:</b> You can query IVR's ID using <a href="#">Search Specific IVRs</a> .

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message.  <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>

## Examples

### Request example

Delete the IVR with ID "10".

```
GET /
openapi/v1.0/ivr/delete?access_token=eHd8GAih2aI6AIM2l8Jii3cA5UXaL0hJ&id=10
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>number</code></li> <li>• <code>name</code></li> <li>• <code>ring_strategy</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order</li> <li>• <code>desc</code>: Descending order</li> </ul>

#### Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• <code>0</code>: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> </div>

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of queues.
queue_list	Array < <a href="#">Queue_List</a> >	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. <ul style="list-style-type: none"> <li>• <code>ring_all</code>: Ring all available agents simultaneously until someone answers.</li> <li>• <code>least_recent</code>: Ring the available agent that was least recently called.</li> <li>• <code>fewest_calls</code>: Ring the available agent with the fewest completed calls.</li> <li>• <code>random</code>: Ring the agents randomly.</li> <li>• <code>rrmemory</code>: Round robin with memory.</li> <li>• <code>linear</code>: Ring the available agent in specific order based on the type of agents in the queue.</li> </ul>
dynamic_agent_list	Array < <a href="#">Dynamic_Agent_List</a> >	Information of dynamic agents.
static_agent_list	Array < <a href="#">Static_Agent_List</a> >	Information of static agents.
manager_list	Array < <a href="#">Manager_List</a> >	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.  • <code>extension</code>

## 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.  • <code>extension</code>

## 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.  • <code>extension</code>

## Examples

### Request example

Retrieve the queue list sorted by "ring strategy".

```
GET /
openapi/v1.0/queue/list?access_token=pemM88QipJrY9yalrwob8q00s4U9vVol&sort_
by=ring_strategy HTTP/1.1
```

Host: yeastardocs.example.yeastarcloud.com

## 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"
        }
      ]
    },
    {
      "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.

Parameter	Required	Type	Description
			<b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>number</code></li> <li>• <code>name</code></li> <li>• <code>ring_strategy</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order</li> <li>• <code>desc</code>: Descending order</li> </ul>
search_value	No	String	Search keyword.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of searched queues.
queue_list	Array < <a href="#">Queue_List</a> >	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.

Parameter	Type	Description
ring_strategy	String	<p>The ring strategy of the queue.</p> <ul style="list-style-type: none"> <li>• <code>ring_all</code>: Ring all available agents simultaneously until someone answers.</li> <li>• <code>least_recent</code>: Ring the available agent that was least recently called.</li> <li>• <code>fewest_calls</code>: Ring the available agent with the fewest completed calls.</li> <li>• <code>random</code>: Ring the agents randomly.</li> <li>• <code>rrmemory</code>: Round robin with memory.</li> <li>• <code>linear</code>: Ring the available agent in specific order based on the type of agents in the queue.</li> </ul>
dynamic_agent_list	Array < <a href="#">Dynamic_Agent_List</a> >	Information of dynamic agents.
static_agent_list	Array < <a href="#">Static_Agent_List</a> >	Information of static agents.
manager_list	Array < <a href="#">Manager_List</a> >	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	<p>The type of the dynamic agent.</p> <ul style="list-style-type: none"> <li>• <code>extension</code></li> </ul>

## Static\_Agent\_List

Parameter	Type	Description
text	String	The name of the static agent.
text2	String	The extension number of the static agent.

Parameter	Type	Description
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

Search for the queue with the number "6402".

```
GET /
openapi/v1.0/queue/search?access_token=6lqF0qYlAOjWxa64DalBZwJ7mynMRKeD&search_value=6402 HTTP/1.1
```

```
Host: yeastardocs.example.yeastarcloud.com
```

### 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",
      "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.  <div>  <b>Note:</b>            You can query queue's ID using <a href="#">Search Specific Queues</a>.         </div>


### Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object < <a href="#">Queue_DetailInfo</a> >	The detailed information of the queue.




### Queue\_DetailInfo

Parameter	Type	Description
id	Integer	The unique ID of the queue.
number	String	Queue number.

Parameter	Type	Description
name	String	Queue name.
ring_strategy	String	<p>The ring strategy of the queue.</p> <ul style="list-style-type: none"> <li>• <code>ring_all</code>: Ring all available agents simultaneously until someone answers.</li> <li>• <code>least_recent</code>: Ring the available agent that was least recently called.</li> <li>• <code>fewest_calls</code>: Ring the available agent with the fewest completed calls.</li> <li>• <code>random</code>: Ring the agents randomly.</li> <li>• <code>rrmemory</code>: Round robin with memory.</li> <li>• <code>linear</code>: Ring the available agent in specific order based on the type of agents in the queue.</li> </ul>
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 ( <b>Unit: Second</b> ).
fail_dest	String	<p>The destination type of unanswered queue calls.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
fail_dest_prefix	String	<p>This parameter returns different values depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter returns the play count of the prompt.</li> </ul>

Parameter	Type	Description
fail_dest_value	String	<p>The destination of unanswered queue calls. This parameter returns different values depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
agent_timeout	Integer	Ringing timeout for agents ( <b>Unit:</b> Second).
retry_time	Integer	The time interval before ringing the next available agent after the previous available agent's ringing timeout ( <b>Unit:</b> Second).
wrap_up_time	Integer	<p>Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (<b>Unit:</b> Second).</p> <div>  <b>Note:</b>  Agents will NOT receive queue calls until the wrap-up time is over. </div>
enb_ring_in_use	Integer	<p>Assign queue calls to agents that are during an active call.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
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.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
max_pause_miss_call	Integer	The threshold for agent's consecutive missed calls.
enb_email_miss_call	Integer	<p>Notify queue managers by email when a queue call is missed.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_email_abandon_call	Integer	<p>Notify queue managers by email when a queue call is abandoned.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_email_sla_alarm	Integer	<p>Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
callback_enb_request_email	Integer	<p>Notify queue managers by email when callers successfully request a queue callback.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
callback_enb_failed_email	Integer	<p>Notify queue managers by emails when callers fail to request a queue callback.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
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	<p>Route calls to the destination of unanswered queue calls (<a href="#">fail_dest</a>) when there are no available agents in the queue.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 1: Enabled.</li> </ul>
empty_defined_for_leave_empty	String	<p>The scenario(s) in which the queue is considered to have no agents available, and on-hold callers are forced out of the queue.</p> <div>  <b>Note:</b>            When all agents are logged out, the queue is defined as "Empty" by default.         </div> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul>
enb_disallow_to_join_when_empty	Integer	<p>Disallow callers to join a queue where no agents are available.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
empty_defined_for_disallow_to_join_when_empty	String	<p>The scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join.</p> <div>  <b>Note:</b>            When all agents are logged out, the queue is defined as "Empty" by default.         </div> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul>
enb_callback	Integer	<p>Whether the queue callback is enabled.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
callback_timeout	String	<p>Type of the callback timeout.</p> <div>  <b>Note:</b>            Callback timeout refers to the duration that a callback request can be reserved in the queue.         </div>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>queue_max_wait_time</code>: The maximum waiting time of the queue.</li> <li>• <code>custom</code>: Custom timeout duration.</li> </ul>
<code>callback_timeout_num</code>	Integer	<p>Callback timeout duration (<b>Unit</b>: Second).</p> <p>If there are no available agents in the queue within the timeout duration, the callback request will be cancelled.</p>
<code>callback_method</code>	String	<p>Method for callers to trigger callback requests when the queue is busy.</p> <ul style="list-style-type: none"> <li>• <code>digit</code>: Triggered by caller input.</li> <li>• <code>timeout</code>: Auto triggered after the timeout.</li> </ul>
<code>callback_press_key</code>	String	The key to trigger a callback request when <code>callback_method</code> is <code>digit</code> .
<code>callback_outbound_prefix</code>	String	The prefix of the outbound route which is used for queue callback.
<code>callback_trigger_timeout</code>	Integer	The timeout duration to trigger the callback request when <code>callback_method</code> is <code>timeout</code> ( <b>Unit</b> : Second).
<code>sla_time</code>	Integer	The Service Level Agreement (SLA) time ( <b>Unit</b> : Second).
<code>sla_interval</code>	Integer	<p>The evaluation interval (<b>Unit</b>: Minute).</p> <p>The time interval to compare the queue's SLA performance against the SLA alarm threshold, so the system can send a notification email accordingly.</p>
<code>sla_alarm_threshold</code>	Integer	The Service Level Agreement (SLA) alarm threshold for the queue.
<code>join_prompt</code>	String	The prompt played to callers when they join the queue.
<code>enb_announce_agent_id</code>	Integer	<p>Announce the agent ID to callers.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
<code>enb_announce_default_prompt</code>	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_announce_pos	Integer	<p>When callers are waiting in the queue, periodically announce the number of people waiting ahead of them.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_announce_hold_time	Integer	<p>Periodically announce the estimated waiting time to callers while they are waiting in the queue.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
caller_announce_freq	Integer	The time interval to announce the number of people waiting ahead to the callers ( <b>Unit: Second</b> ).
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 ( <b>Unit: Second</b> ).
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	<p>The key to trigger the key press event.</p> <p>After callers input the key according to the prompt, the call will be routed to the specified destination</p>
key_dest	String	<p>The destination type of the key.</p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• group_vm: Group Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• external_num: External Number.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li><code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
<code>key_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>When the destination type is <code>play_greeting</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>key_dest_value</code>	String	<p>The destination of the key. This parameter returns different values depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>dynamic_agent_list</code>	Array < <a href="#">Dynamic_Agent_List</a> >	Information of the dynamic agents.
<code>static_agent_list</code>	Array < <a href="#">Static_Agent_List</a> >	Information of the static agents.
<code>manager_list</code>	Array < <a href="#">Manager_List</a> >	Information of the queue managers.
<code>satisfaction_survey_point_list</code>	Array < <a href="#">Satisfaction_Survey_Point_List</a> >	Satisfaction survey points. Different keys correspond to different points.



## 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.  • <code>extension</code>
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.  • <code>extension</code>
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.  • <code>extension</code>

## Satisfaction\_Survey\_Point\_List

Parameter	Type	Description
K	String	Satisfaction survey rating keys.

Parameter	Type	Description
		<ul style="list-style-type: none"><li>• Number 0 - 9</li><li>• *</li></ul>
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: yeastardocs.example.yeostarcloud.com
```

### 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,
"satisfy_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
    }
  ]
}

```


## 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	<p>The unique ID of the queue(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query queue's ID using <a href="#">Search Specific Queues</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>


## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Object < <a href="#">Queue_DetailInfo</a> >	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.

Parameter	Type	Description
ring_strategy	String	<p>The ring strategy of the queue.</p> <ul style="list-style-type: none"> <li>• <code>ring_all</code>: Ring all available agents simultaneously until someone answers.</li> <li>• <code>least_recent</code>: Ring the available agent that was least recently called.</li> <li>• <code>fewest_calls</code>: Ring the available agent with the fewest completed calls.</li> <li>• <code>random</code>: Ring the agents randomly.</li> <li>• <code>rrmemory</code>: Round robin with memory.</li> <li>• <code>linear</code>: Ring the available agent in specific order based on the type of agents in the queue.</li> </ul>
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 ( <b>Unit: Second</b> ).
fail_dest	String	<p>The destination type of unanswered queue calls.</p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
fail_dest_prefix	String	<p>This parameter returns different values depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter returns the play count of the prompt.</li> </ul>
fail_dest_value	String	The destination of unanswered queue calls. This parameter returns different

Parameter	Type	Description
		<p>values depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>agent_timeout</code>	Integer	Ringling timeout for agents ( <b>Unit:</b> Second).
<code>retry_time</code>	Integer	The time interval before ringing the next available agent after the previous available agent's ringing timeout ( <b>Unit:</b> Second).
<code>wrap_up_time</code>	Integer	<p>Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (<b>Unit:</b> Second).</p> <div>  <b>Note:</b>  Agents will NOT receive queue calls until the wrap-up time is over. </div>
<code>enb_ring_in_use</code>	Integer	<p>Assign queue calls to agents that are during an active call.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
<code>agent_prompt</code>	String	The prompt to be played to agents when they answer a queue call.
<code>enb_auto_pause</code>	Integer	<p>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.</p> <ul style="list-style-type: none"> <li>0: Disabled.</li> </ul>



Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 1: Enabled.</li> </ul>
max_pause_miss_call	Integer	The threshold for agent's consecutive missed calls.
enb_email_miss_call	Integer	<p>Notify queue managers by email when a queue call is missed.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_email_abandon_call	Integer	<p>Notify queue managers by email when a queue call is abandoned.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_email_sla_alarm	Integer	<p>Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
callback_enb_request_email	Integer	<p>Notify queue managers by email when callers successfully request a queue callback.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
callback_enb_failed_email	Integer	<p>Notify queue managers by emails when callers fail to request a queue callback.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
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	<p>Route calls to the destination of unanswered queue calls (<a href="#">fail_dest</a>) when there are no available agents in the queue.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>

Parameter	Type	Description
empty_defined_for_leave_empty	String	<p>The scenario(s) in which the queue is considered to have no agents available, and on-hold callers are forced out of the queue.</p> <div>  <b>Note:</b>            When all agents are logged out, the queue is defined as "Empty" by default.         </div> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul>
enb_disallow_to_join_when_empty	Integer	<p>Disallow callers to join a queue where no agents are available.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
empty_defined_for_disallow_to_join_when_empty	String	<p>The scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join.</p> <div>  <b>Note:</b>            When all agents are logged out, the queue is defined as "Empty" by default.         </div> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul>
enb_callback	Integer	<p>Whether the queue callback is enabled.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
callback_timeout	String	<p>Type of the callback timeout.</p> <div>  <b>Note:</b>            Callback timeout refers to the duration that a callback request can be reserved in the queue.         </div>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>queue_max_wait_time</code>: The maximum waiting time of the queue.</li> <li>• <code>custom</code>: Custom timeout duration.</li> </ul>
<code>callback_timeout_num</code>	Integer	<p>Callback timeout duration (<b>Unit</b>: Second).</p> <p>If there are no available agents in the queue within the timeout duration, the callback request will be cancelled.</p>
<code>callback_method</code>	String	<p>Method for callers to trigger callback requests when the queue is busy.</p> <ul style="list-style-type: none"> <li>• <code>digit</code>: Triggered by caller input.</li> <li>• <code>timeout</code>: Auto triggered after the timeout.</li> </ul>
<code>callback_press_key</code>	String	The key to trigger a callback request when <code>callback_method</code> is <code>digit</code> .
<code>callback_outbound_prefix</code>	String	The prefix of the outbound route which is used for queue callback.
<code>callback_trigger_timeout</code>	Integer	The timeout duration to trigger the callback request when <code>callback_method</code> is <code>timeout</code> ( <b>Unit</b> : Second).
<code>sla_time</code>	Integer	The Service Level Agreement (SLA) time ( <b>Unit</b> : Second).
<code>sla_interval</code>	Integer	<p>The evaluation interval (<b>Unit</b>: Minute).</p> <p>The time interval to compare the queue's SLA performance against the SLA alarm threshold, so the system can send a notification email accordingly.</p>
<code>sla_alarm_threshold</code>	Integer	The Service Level Agreement (SLA) alarm threshold for the queue.
<code>join_prompt</code>	String	The prompt played to callers when they join the queue.
<code>enb_announce_agent_id</code>	Integer	<p>Announce the agent ID to callers.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
<code>enb_announce_default_prompt</code>	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_announce_pos	Integer	<p>When callers are waiting in the queue, periodically announce the number of people waiting ahead of them.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
enb_announce_hold_time	Integer	<p>Periodically announce the estimated waiting time to callers while they are waiting in the queue.</p> <ul style="list-style-type: none"> <li>• 0: Disabled.</li> <li>• 1: Enabled.</li> </ul>
caller_announce_freq	Integer	The time interval to announce the number of people waiting ahead to the callers ( <b>Unit: Second</b> ).
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 ( <b>Unit: Second</b> ).
satisfy_survey_prompt	String	The satisfaction survey prompt played to the caller after the agent hangs up the call.
satisfy_survey_end_prompt	String	The prompt played to callers after they press the key to rate agent's service.
press_key	String	<p>The key to trigger the key press event.</p> <p>After callers input the key according to the prompt, the call will be routed to the specified destination</p>
key_dest	String	<p>The destination type of the key.</p> <ul style="list-style-type: none"> <li>• end_call: Hang Up.</li> <li>• extension: Extension.</li> <li>• ext_vm: Extension Voicemail.</li> <li>• group_vm: Group Voicemail.</li> <li>• ivr: IVR.</li> <li>• ring_group: Ring Group.</li> <li>• queue: Queue.</li> <li>• external_num: External Number.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
<code>key_dest_prefix</code>	String	<p>This parameter returns different values depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code>, the parameter returns the play count of the prompt.</li> </ul>
<code>key_dest_value</code>	String	<p>The destination of the key. This parameter returns different values depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this parameter returns the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter returns the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter returns the extension ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, the parameter returns the external number.</li> </ul>
<code>dynamic_agent_list</code>	Array < <a href="#">Dynamic_Agent_List</a> >	Information of the dynamic agents.
<code>static_agent_list</code>	Array < <a href="#">Static_Agent_List</a> >	Information of the static agents.
<code>manager_list</code>	Array < <a href="#">Manager_List</a> >	Information of the queue managers.
<code>satisfaction_survey_point_list</code>	Array < <a href="#">Satisfaction_Survey_Point_List</a> >	Satisfaction survey points. Different keys correspond to different points.

## 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.  • <code>extension</code>

## 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.  • <code>extension</code>

## 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.  • <code>extension</code>

## Satisfaction\_Survey\_Point\_List

Parameter	Type	Description
K	String	Satisfaction survey rating keys.  • Number <code>0 - 9</code> • <code>*</code>
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: yeastardocs.example.yeostarcloud.com
```

### 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,
    "satisfy_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
      }
    ]
  },
  {
    "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,
"satisfy_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
    }
  ]
}

```

## 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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>0: Disable.</li> <li>1: Enable.</li> </ul>



Parameter	Required	Type	Description
ring_strategy	Yes	String	<p>The ring strategy of the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>ring_all</code>: Ring all available agents simultaneously until someone answers.</li> <li>• <code>least_recent</code>: Ring the available agent that was least recently called.</li> <li>• <code>fewest_calls</code>: Ring the available agent with the fewest completed calls.</li> <li>• <code>random</code>: Ring the agents randomly.</li> <li>• <code>rrmemory</code>: Round robin with memory.</li> <li>• <code>linear</code>: Ring the available agent in specific order based on the type of agents in the queue.</li> </ul> <div>  <p><b>Note:</b> If <a href="#">enb_queue_skill_based_routing</a> 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.</p> </div>
moh	No	String	<p>The music to be played when callers are waiting in the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>default</code>: The default music on hold.</li> <li>• Name of the existing music on hold playlist on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Music on Hold</b>).</li> </ul>
max_wait_time	No	Integer	<p>The maximum time that callers are allowed to wait for an available agent in the queue (<b>Unit: Second</b>).</p> <p><b>Valid value:</b> 0 - 9999999.</p> <div>  <p><b>Note:</b> 0 indicates no restriction on the caller's waiting time in the queue.</p> </div>
fail_dest	Yes	String	<p>The destination type of unanswered queue calls.</p>




Parameter	Required	Type	Description
			<p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
<code>fail_dest_prefix</code>	No	String	<p>This parameter defines different settings depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
<code>fail_dest_value</code>	No	String	<p>The destination of unanswered queue calls. This parameter defines different settings depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>

Parameter	Required	Type	Description
agent_timeout	No	Integer	<p>Ringing timeout for agents (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 9999999.</p> <div>  <b>Note:</b>            If an agent did not answer the call after the ringing timeout, system will ring the next available agent according to the ring strategy.         </div>
retry_time	No	Integer	<p>The time interval before ringing the next available agent after the previous available agent's ringing timeout (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 9999999.</p>
wrap_up_time	No	Integer	<p>Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 9999999.</p> <div>  <b>Note:</b>            Agents will NOT receive queue calls until the wrap-up time is over.         </div>
agent_prompt	No	String	<p>The prompt to be played to agents when they answer a queue call.</p> <p><b>Valid value:</b> Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</p>
enb_ring_in_use	No	Integer	<p>Assign queue calls to agents that are during an active call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable.</li> <li>1: Enable.</li> </ul>
enb_auto_pause	No	Integer	<p>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.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable.</li> </ul>




Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 1: Enable.</li> </ul>
max_pause_miss_call	No	Integer	<p>The threshold for agent's consecutive missed calls.</p> <p><b>Valid value:</b> 1 - 5.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">enb_auto_pause</a> is set to 1.         </div>
dynamic_agent_list	No	Array < <a href="#">Dynamic_Agent_List</a> >	Information of the dynamic agents.
static_agent_list	No	Array < <a href="#">Static_Agent_List</a> >	Information of the static agents.
manager_list	No	Array < <a href="#">Manager_List</a> >	Information of the queue managers.
enb_email_miss_call	No	Integer	<p>Notify queue managers by email when a queue call is missed.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
enb_email_abandon_call	No	Integer	<p>Notify queue managers by email when a queue call is abandoned.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
enb_email_sla_alarm	No	Integer	<p>Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
callback_enb_request_email	No	Integer	<p>Notify queue managers by email when callers successfully request a queue callback.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>



Parameter	Required	Type	Description
callback_enb_failed_email	No	Integer	<p>Notify queue managers by emails when callers fail to request a queue callback.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
max_calls	No	Integer	<p>The maximum number of callers allowed to wait in the queue.</p> <p><b>Valid value:</b> 1 - 9999.</p>
alert_info	No	String	<p>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.</p>
enb_leave_empty	No	Integer	<p>Callers already on hold will be forced out of a queue when no agents are available.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul> <div>  <p><b>Note:</b> If you set this parameter to 1, you can configure the <a href="#">empty_defined_for_leave_empty</a> parameter to define the scenario(s) in which the queue will be considered to have no agents available.</p> </div>
empty_defined_for_leave_empty	No	String	<p>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.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul> <div>  <p><b>Note:</b></p> </div>



Parameter	Required	Type	Description
			 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	<p>Disallow callers to join a queue where no agents are available.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul> <div>  <b>Note:</b>            If you set this parameter to 1, you can configure the <a href="#">empty_defined_for_disallow_to_join_when_empty</a> parameter to define the scenario(s) in which the queue will be considered to have no agents available.         </div>
empty_defined_for_disallow_to_join_when_empty	No	String	<p>Define the scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul> <div>  <b>Note:</b>            If you don't configure this parameter, it will be filled with the default value "1, 2".         </div>
sla_time	No	Integer	<p>The Service Level Agreement (SLA) time (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 9999.</p>
sla_interval	No	Integer	<p>The evaluation interval (<b>Unit:</b> Minute).</p> <p>The time interval to compare the queue's SLA performance against the SLA alarm threshold,</p>

Parameter	Required	Type	Description
			so the system can send a notification email accordingly. <b>Valid value:</b> 1 - 9999.
sla_alarm_threshold	No	Integer	The Service Level Agreement (SLA) alarm threshold for the queue. <b>Valid value:</b> 1 - 999.
join_prompt	No	String	The prompt played to callers when they join the queue. <b>Valid value:</b> Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b> ).
enb_announce_agent_id	No	Integer	Announce the agent ID to callers. <b>Valid value:</b> <ul style="list-style-type: none"><li>• 0: Disable.</li><li>• 1: Enable.</li></ul>
enb_announce_default_prompt	No	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue. <b>Valid value:</b> <ul style="list-style-type: none"><li>• 0: Disable.</li><li>• 1: Enable.</li></ul>
enb_announce_pos	No	Integer	When callers are waiting in the queue, periodically announce the number of people waiting ahead of them. <b>Valid value:</b> <ul style="list-style-type: none"><li>• 0: Disable.</li><li>• 1: Enable.</li></ul>
enb_announce_hold_time	No	Integer	Periodically announce the estimated waiting time to callers while they are waiting in the queue. <b>Valid value:</b> <ul style="list-style-type: none"><li>• 0: Disable.</li><li>• 1: Enable.</li></ul>


Parameter	Required	Type	Description
caller_announce_freq	No	Integer	<p>The time interval to announce the number of people waiting ahead to the callers (<b>Unit</b>: Second).</p> <p><b>Valid value:</b> 1 - 999.</p>
sys_announce_prompt	No	String	<p>The queue announcement which is periodically played to callers after they reach the queue.</p> <p><b>Valid value:</b> Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</p>
sys_announce_freq	No	Integer	<p>The time interval to play the queue announcements (<b>Unit</b>: Second).</p> <p><b>Valid value:</b> 1 - 9999.</p>
satisfa_survey_prompt	No	String	<p>The satisfaction survey prompt played to the caller after the agent hangs up the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>default</code>: The default prompt.</li> <li>• Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul>
satisfa_survey_end_prompt	No	String	<p>The prompt played to callers after they press the key to rate agent's service.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>default</code>: The default prompt.</li> <li>• Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul> <div>  <p><b>Note:</b> This parameter ONLY takes effect when <code>satisfa_survey_prompt</code> is configured.</p> </div>
satisfaction_survey_point_list	No	Array < <a href="#">Satisfaction_Survey_Point_List</a> >	Satisfaction survey points. Different keys correspond to different points.
press_key	No	String	The key to trigger the key press event.

Parameter	Required	Type	Description
			<p>After callers input the key according to the prompt, the call will be routed to the specified destination.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• Number 0 - 9</li> <li>• *</li> <li>• #</li> </ul>
key_dest	No	String	<p>The destination type of the key.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
key_dest_prefix	No	String	<p>This parameter defines different settings depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
key_dest_value	No	String	<p>The destination of the key. This parameter defines different settings depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>• When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or</li> </ul>


Parameter	Required	Type	Description
			<p><code>queue</code>, this parameter should be the unique ID of the destination.</p> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
enb_callback	No	Integer	<p>Whether to enable queue callback.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable.</li> <li>1: Enable.</li> </ul>
callback_method	No	String	<p>Method for callers to trigger callback requests when the queue is busy.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>digit</code>: Triggered by caller input.</li> <li><code>timeout</code>: Auto triggered after the timeout.</li> </ul>
callback_press_key	No	String	<p>The key to trigger a callback request.</p> <div>  <b>Note:</b>  This parameter is required when <a href="#">callback_method</a> is set to <code>digit</code>. </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>Number 0 - 9</li> <li>*</li> <li>#</li> </ul>
callback_trigger_timeout	No	Integer	<p>The timeout duration to trigger the callback request (<b>Unit:</b> Second).</p> <div>  <b>Note:</b>  This parameter is required when <a href="#">callback_method</a> is set to <code>timeout</code>. </div> <p><b>Valid value:</b> 0 - 1800</p>

Parameter	Required	Type	Description
callback_outbound_prefix	No	String	The prefix of the outbound route which is used for queue callback.
callback_timeout	No	String	<p>Type of the callback timeout.</p> <div>  <b>Note:</b>            Callback timeout refers to the duration that a callback request can be reserved in the queue.         </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>queue_max_wait_time</code>: The maximum waiting time of the queue.</li> <li><code>custom</code>: Custom timeout duration.</li> </ul>
callback_timeout_num	No	Integer	<p>Callback timeout duration (<b>Unit:</b> Second).</p> <p>If there are no available agents in the queue within the timeout duration, the callback request will be cancelled.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">callback_timeout</a> is set to <code>custom</code>.         </div> <p><b>Valid value:</b> 0 - 1800</p>


## Dynamic\_Agent\_List


Parameter	Required	Type	Description
value	Yes	String	<p>The extension ID of the dynamic agent.</p> <div>  <b>Note:</b>            You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.         </div>
type	No	String	<p>The type of the dynamic agent.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code></li> </ul>




Parameter	Required	Type	Description
number_value	No	Integer	<p>The skill level of the dynamic agent.  <b>Valid value:</b> 1 - 99</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• The smaller the number, the higher the skill level, and consequently the higher the priority for ringing.</li> <li>• If you do not configure this parameter, it will be filled with the default value 1 (the highest skill level).</li> <li>• This parameter takes effect ONLY when <a href="#">enb_queue_skill_based_routing</a> is set to 1.</li> </ul> </div>

## Static\_Agent\_List

Parameter	Required	Type	Description
value	Yes	String	<p>The extension ID of the static agent.</p> <div>  <b>Note:</b> <p>You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.</p> </div>
type	No	String	<p>The type of the static agent.  <b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• extension</li> </ul>
number_value	No	Integer	<p>The skill level of the static agent.  <b>Valid value:</b> 1 - 99</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• The smaller the number, the higher the skill level, and</li> </ul> </div>

Parameter	Required	Type	Description
			 consequently the higher the priority for ringing. <ul style="list-style-type: none"> <li>If you do not configure this parameter, it will be filled with the default value <code>1</code> (the highest skill level).</li> <li>This parameter takes effect ONLY when <code>enb_queue_skill_based_routing</code> is set to <code>1</code>.</li> </ul>


## Manager\_List

Parameter	Required	Type	Description
value	Yes	String	<p>The extension ID of the queue manager.</p>  <b>Note:</b> You can query the manager's extension ID using <a href="#">Search Specific Extensions</a> .
type	No	String	<p>The type of the queue manager.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>extension</code></li> </ul>

## Satisfaction\_Survey\_Point\_List

Parameter	Required	Type	Description
K	Yes	String	<p>Satisfaction survey rating keys.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>Number <code>0 - 9</code></li> <li><code>*</code></li> </ul>
P	Yes	Integer	<p>Satisfaction survey points.</p> <p><b>Valid value:</b> <code>-99 - 99</code></p>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
id	Integer	The unique ID of the queue.

## Examples

### Request example

```
POST /
openapi/v1.0/queue/create?access_token=sRuPSzYcPflKgdwSVpAllhxlVLw0q0z1
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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": "",
"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"
],
"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,
"satisfas_survey_prompt": "default",
"satisfas_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	<p>Whether to route queue calls based on agents' skill levels.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
ring_strategy	No	String	<p>The ring strategy of the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>ring_all</code>: Ring all available agents simultaneously until someone answers.</li> <li>• <code>least_recent</code>: Ring the available agent that was least recently called.</li> <li>• <code>fewest_calls</code>: Ring the available agent with the fewest completed calls.</li> <li>• <code>random</code>: Ring the agents randomly.</li> <li>• <code>rrmemory</code>: Round robin with memory.</li> <li>• <code>linear</code>: Ring the available agent in specific order based on the type of agents in the queue.</li> </ul> <div>  <p><b>Note:</b> If <a href="#">enb_queue_skill_based_routing</a> 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.</p> </div>
moh	No	String	<p>The music to be played when callers are waiting in the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>default</code>: The default music on hold.</li> </ul>




Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>Name of the existing music on hold playlist on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Music on Hold</b>).</li> </ul>
max_wait_time	No	Integer	<p>The maximum time that callers are allowed to wait for an available agent in the queue (<b>Unit: Second</b>).</p> <p><b>Valid value:</b> 0 - 99999999.</p> <div>  <b>Note:</b>  0 indicates no restriction on the caller's waiting time in the queue. </div>
fail_dest	No	String	<p>The destination type of unanswered queue calls.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>end_call: Hang Up.</li> <li>extension: Extension.</li> <li>ext_vm: Extension Voicemail.</li> <li>group_vm: Group Voicemail.</li> <li>ivr: IVR.</li> <li>ring_group: Ring Group.</li> <li>queue: Queue.</li> <li>external_num: External Number.</li> <li>play_greeting: Play Prompt and Exit.</li> </ul>
fail_dest_prefix	No	String	<p>This parameter defines different settings depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>When the destination type is <code>play_greeting</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>
fail_dest_value	No	String	<p>The destination of unanswered queue calls. This parameter defines different settings depending on the destination type of unanswered queue calls (<a href="#">fail_dest</a>).</p>




Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
<code>agent_timeout</code>	No	Integer	<p>Ringing timeout for agents (<b>Unit:</b> Second).  <b>Valid value:</b> 1 - 9999999.</p> <div>  <b>Note:</b>            If an agent did not answer the call after the ringing timeout, system will ring the next available agent according to the ring strategy.         </div>
<code>retry_time</code>	No	Integer	<p>The time interval before ringing the next available agent after the previous available agent's ringing timeout (<b>Unit:</b> Second).  <b>Valid value:</b> 1 - 9999999.</p>
<code>wrap_up_time</code>	No	Integer	<p>Wrap-up time for agents, which can be used to handle post-call tasks after finishing a call (<b>Unit:</b> Second).  <b>Valid value:</b> 1 - 9999999.</p> <div>  <b>Note:</b>            Agents will NOT receive queue calls until the wrap-up time is over.         </div>
<code>agent_prompt</code>	No	String	<p>The prompt to be played to agents when they answer a queue call.</p> <p><b>Valid value:</b> Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</p>


Parameter	Required	Type	Description
enb_ring_in_use	No	Integer	Assign queue calls to agents that are during an active call. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
max_pause_miss_call	No	Integer	The threshold for agent's consecutive missed calls. <b>Valid value:</b> 1 - 5. <div>  <b>Note:</b>            This parameter is required when <a href="#">enb_auto_pause</a> is set to 1.         </div>
dynamic_agent_list	No	Array < <a href="#">Dynamic_Agent_List</a> >	Information of the dynamic agents.
static_agent_list	No	Array < <a href="#">Static_Agent_List</a> >	Information of the static agents.
manager_list	No	Array < <a href="#">Manager_List</a> >	Information of the queue managers.
enb_email_miss_call	No	Integer	Notify queue managers by email when a queue call is missed. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
enb_email_abandon_call	No	Integer	Notify queue managers by email when a queue call is abandoned. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>


Parameter	Required	Type	Description
enb_email_sla_alarm	No	Integer	<p>Notify queue managers by email when the Service Level Agreement (SLA) is lower than its alarm threshold.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
callback_enb_request_email	No	Integer	<p>Notify queue managers by email when callers successfully request a queue callback.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
callback_enb_failed_email	No	Integer	<p>Notify queue managers by emails when callers fail to request a queue callback.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
max_calls	No	Integer	<p>The maximum number of callers allowed to wait in the queue.</p> <p><b>Valid value:</b> 1 - 9999.</p>
alert_info	No	String	<p>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.</p>
enb_leave_empty	No	Integer	<p>Callers already on hold will be forced out of a queue when no agents are available.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul> <div>  <p><b>Note:</b> If you set this parameter to 1, you can configure the <a href="#">empty_defined_for_leave_empty</a> parameter to define the scenario(s) in which the queue</p> </div>

Parameter	Required	Type	Description
			 will be considered to have no agents available.
empty_defined_for_leave_empty	No	String	<p>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.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul> <p>  <b>Note:</b>            If you don't configure this parameter, it will be filled with the default value "1, 2".         </p>
enb_disallow_to_join_when_empty	No	Integer	<p>Disallow callers to join a queue where no agents are available.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul> <p>  <b>Note:</b>            If you set this parameter to 1, you can configure the <a href="#">empty_defined_for_disallow_to_join_when_empty</a> parameter to define the scenario(s) in which the queue will be considered to have no agents available.         </p>
empty_defined_for_disallow_to_join_when_empty	No	String	<p>Define the scenario(s) in which the queue is considered to have no agents available, and callers are NOT allowed to join.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 1: Agents are unavailable (Off Line)</li> <li>• 2: Agents are paused</li> <li>• 3: Agents are busy</li> </ul>

Parameter	Required	Type	Description
			 <b>Note:</b> 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 ( <b>Unit:</b> Second). <b>Valid value:</b> 1 - 9999.
sla_interval	No	Integer	The evaluation interval ( <b>Unit:</b> 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. <b>Valid value:</b> 1 - 9999.
sla_alarm_threshold	No	Integer	The Service Level Agreement (SLA) alarm threshold for the queue. <b>Valid value:</b> 1 - 999.
join_prompt	No	String	The prompt played to callers when they join the queue. <b>Valid value:</b> Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b> ).
enb_announce_agent_id	No	Integer	Announce the agent ID to callers. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
enb_announce_default_prompt	No	Integer	Periodically play the prompt "Thank You for Your Patience" to callers while they are waiting in the queue. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
enb_announce_pos	No	Integer	When callers are waiting in the queue, periodically announce the number of people waiting ahead of them. <b>Valid value:</b>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
enb_announce_hold_time	No	Integer	<p>Periodically announce the estimated waiting time to callers while they are waiting in the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0: Disable.</li> <li>• 1: Enable.</li> </ul>
caller_announce_freq	No	Integer	<p>The time interval to announce the number of people waiting ahead to the callers (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 999.</p>
sys_announce_prompt	No	String	<p>The queue announcement which is periodically played to callers after they reach the queue.</p> <p><b>Valid value:</b> Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</p>
sys_announce_freq	No	Integer	<p>The time interval to play the queue announcements (<b>Unit:</b> Second).</p> <p><b>Valid value:</b> 1 - 9999.</p>
satisfa_survey_prompt	No	String	<p>The satisfaction survey prompt played to the caller after the agent hangs up the call.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• default: The default prompt.</li> <li>• Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul>
satisfa_survey_end_prompt	No	String	<p>The prompt played to callers after they press the key to rate agent's service.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• default: The default prompt.</li> <li>• Name of the existing custom prompt file on PBX (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul>


Parameter	Required	Type	Description
			 <b>Note:</b> This parameter ONLY takes effect when <code>satisfasurveyprompt</code> is configured.
satisfaction_survey_point_list	No	Array < <a href="#">Satisfaction_Survey_Point_List</a> >	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.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• Number 0 - 9</li> <li>• *</li> <li>• #</li> </ul>
key_dest	No	String	The destination type of the key. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>end_call</code>: Hang Up.</li> <li>• <code>extension</code>: Extension.</li> <li>• <code>ext_vm</code>: Extension Voicemail.</li> <li>• <code>group_vm</code>: Group Voicemail.</li> <li>• <code>ivr</code>: IVR.</li> <li>• <code>ring_group</code>: Ring Group.</li> <li>• <code>queue</code>: Queue.</li> <li>• <code>external_num</code>: External Number.</li> <li>• <code>play_greeting</code>: Play Prompt and Exit.</li> </ul>
key_dest_prefix	No	String	This parameter defines different settings depending on the destination type of the key ( <a href="#">key_dest</a> ). <ul style="list-style-type: none"> <li>• When the destination type is <code>external_num</code>, this parameter defines the dial-out prefix of the external number.</li> <li>• When the destination type is <code>play_greeting</code>, this parameter defines the play count of the prompt. The valid value is 1 - 5.</li> </ul>



Parameter	Required	Type	Description
key_dest_value	No	String	<p>The destination of the key. This parameter defines different settings depending on the destination type of the key (<a href="#">key_dest</a>).</p> <ul style="list-style-type: none"> <li>When the destination type is <code>play_greeting</code>, this parameter defines the custom prompt file name. E.g. <code>demo.wav</code>.</li> <li>When the destination type is <code>extension</code>, <code>ext_vm</code>, <code>group_vm</code>, <code>ivr</code>, <code>ring_group</code>, or <code>queue</code>, this parameter should be the unique ID of the destination.</li> </ul> <p>For example, the destination is the extension 2002, then this parameter should be set to the extension's ID 2.</p> <ul style="list-style-type: none"> <li>When the destination type is <code>external_num</code>, this parameter defines the external number.</li> </ul>
enb_callback	No	Integer	<p>Whether to enable queue callback.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>0: Disable.</li> <li>1: Enable.</li> </ul>
callback_method	No	String	<p>Method for callers to trigger callback requests when the queue is busy.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>digit</code>: Triggered by caller input.</li> <li><code>timeout</code>: Auto triggered after the timeout.</li> </ul>
callback_press_key	No	String	<p>The key to trigger a callback request.</p> <div>  <b>Note:</b>  This parameter is required when <a href="#">callback_method</a> is set to <code>digit</code>. </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>Number 0 - 9</li> <li>*</li> <li>#</li> </ul>




Parameter	Required	Type	Description
callback_trigger_timeout	No	Integer	<p>The timeout duration to trigger the callback request (<b>Unit</b>: Second).</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">callback_method</a> is set to <code>timeout</code>.         </div> <p><b>Valid value:</b> 0 - 1800</p>
callback_outbound_prefix	No	String	The prefix of the outbound route which is used for queue callback.
callback_timeout	No	String	<p>Type of the callback timeout.</p> <div>  <b>Note:</b>            Callback timeout refers to the duration that a callback request can be reserved in the queue.         </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>queue_max_wait_time</code>: The maximum waiting time of the queue.</li> <li>• <code>custom</code>: Custom timeout duration.</li> </ul>
callback_timeout_num	No	Integer	<p>Callback timeout duration (<b>Unit</b>: Second).</p> <p>If there are no available agents in the queue within the timeout duration, the callback request will be cancelled.</p> <div>  <b>Note:</b>            This parameter is required when <a href="#">callback_timeout</a> is set to <code>custom</code>.         </div> <p><b>Valid value:</b> 0 - 1800</p>


## Dynamic\_Agent\_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the dynamic agent.
<div>  <b>Note:</b> </div>			


Parameter	Required	Type	Description
			 You can query agent's extension ID using <a href="#">Search Specific Extensions</a> .
type	No	String	The type of the dynamic agent. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>extension</code></li> </ul>
number_value	No	Integer	The skill level of the dynamic agent. <b>Valid value:</b> 1 - 99 <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>The smaller the number, the higher the skill level, and consequently the higher the priority for ringing.</li> <li>If you do not configure this parameter, it will be filled with the default value 1 (the highest skill level).</li> <li>This parameter takes effect ONLY when <a href="#">enb_queue_skill_based_routing</a> is set to 1.</li> </ul> </div>

## Static\_Agent\_List

Parameter	Required	Type	Description
value	Yes	String	The extension ID of the static agent. <div>  <b>Note:</b>           You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.         </div>
type	No	String	The type of the static agent. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>extension</code></li> </ul>

Parameter	Required	Type	Description
number_value	No	Integer	<p>The skill level of the static agent.</p> <p><b>Valid value:</b> 1 - 99</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• The smaller the number, the higher the skill level, and consequently the higher the priority for ringing.</li> <li>• If you do not configure this parameter, it will be filled with the default value 1 (the highest skill level).</li> <li>• This parameter takes effect ONLY when <code>enb_queue_skill_based_routing</code> is set to 1.</li> </ul> </div>

## Manager\_List


Parameter	Required	Type	Description
value	Yes	String	<p>The extension ID of the queue manager.</p> <div>  <b>Note:</b> <p>You can query the manager's extension ID using <a href="#">Search Specific Extensions</a>.</p> </div>
type	No	String	<p>The type of the queue manager.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extension</code></li> </ul>

## Satisfaction\_Survey\_Point\_List

Parameter	Required	Type	Description
K	Yes	String	Satisfaction survey rating keys.

Parameter	Required	Type	Description
			<b>Valid value:</b> <ul style="list-style-type: none"> <li>Number 0 - 9</li> <li>*</li> </ul>
P	Yes	Integer	Satisfaction survey points. <b>Valid value:</b> -99 - 99

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>  You can check the error code and error message in <a href="#">Error Code and Error Message</a>. </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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=sRuPSzYcPflKgdwSVpAllhxlVLw0q0z1
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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.   <b>Note:</b> You can query queue's ID using <a href="#">Search Specific Queues</a> .

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>

## Examples

### Request example

Delete the queue with ID "6".

```
GET /
openapi/v1.0/queue/delete?access_token=EN4BSYUGCmylegzv713Him6dQIuOIbSd&id=
6 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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	<p>The unique ID of the queue.</p> <div>  <b>Note:</b>            You can query queue's ID using <a href="#">Search Specific Queues</a>.         </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
waiting_list	Array < <a href="#">Waiting_List</a> >	Information of the calls waiting to be answered.
active_list	Array < <a href="#">Active_List</a> >	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 < <a href="#">Ringing_List</a> >	Information of the calls that are currently ringing on agents' extensions.
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.

Parameter	Type	Description
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 ( <b>Unit:</b> 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 ( <b>Unit:</b> 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.
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 ( <b>Unit:</b> 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: yeastardocs.example.yeastarcloud.com
```

## 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. <div><b>Note:</b> You can query queue's ID using <a href="#">Search Specific Queues</a>.</div>

### Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div><b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	Returned message.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>SUCCESS:</b> Succeed.</li> <li>• <b>FAILURE:</b> Failed.</li> </ul>
total_number	Integer	The total number of agents in the queue.
data	Array< <a href="#">Agent_List</a> >	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. <ul style="list-style-type: none"> <li>• 0: Logged out.</li> <li>• 1: Logged in.</li> </ul>
is_pause	Integer	Whether the agent has paused receiving queue calls. <ul style="list-style-type: none"> <li>• 0: Unpaused.</li> <li>• 1: Paused.</li> </ul>
call_status	Integer	Agent's call status. <ul style="list-style-type: none"> <li>• 0: Unknown.</li> <li>• 1: Idle.</li> <li>• 2: In a call.</li> <li>• 3: Ringing.</li> <li>• 4: Receiving a new call during a call.</li> <li>• 5: On hold.</li> </ul> <div>  <b>Note:</b>            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). </div>
pause_reason	String	Agent's pause reason.
agent_type	String	The type of the agent. <ul style="list-style-type: none"> <li>• <code>dynamic</code></li> <li>• <code>static</code></li> </ul>

## Examples

### Request example

Query the status of agent members in a queue (ID: 3).

```
GET /
openapi/v1.0/queue/agent_status?access_token=9G4E5fCW05lgx14m0NNwS91VvACHUN
mU&id=3 HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

### 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"
    },
    {
      "name": "Phillip Huff",
      "number": "1001",
      "is_login": 1,
      "is_pause": 1,
      "call_status": 1,
      "pause_reason": "Break",
      "agent_type": "dynamic"
    },
    {
      "name": "Madison Cooper",
      "number": "1004",
      "is_login": 1,
      "is_pause": 0,
      "call_status": 2,
      "pause_reason": "",
      "agent_type": "static"
    }
  ],
}
```

```

{
  "name": "Kevin Connor",
  "number": "1005",
  "is_login": 1,
  "is_pause": 0,
  "call_status": 1,
  "pause_reason": "",
  "agent_type": "static"
},
{
  "name": "Kristin Hale",
  "number": "1006",
  "is_login": 1,
  "is_pause": 0,
  "call_status": 2,
  "pause_reason": "",
  "agent_type": "static"
}
]
}

```

## Query Queue Pause Reason List

Query the existing queue pause reasons on PBX.


```
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. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>

Parameter	Type	Description
		 <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
data	Array < <a href="#">Pause_Reason</a> >	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: yeastardocs.example.yeostarcloud.com
```

### 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 < <a href="#">Pause Reason List</a> >	Queue pause reason list.  <b>Important:</b> 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	<p>The feature code of the pause reason.</p> <ul style="list-style-type: none"> <li>To add new pause reasons, enter the custom feature code.</li> <li>To edit the existing pause, enter the feature codes of the existing pause reasons.</li> </ul> <p> <b>Note:</b></p>

Parameter	Required	Type	Description
			 You can use <a href="#">Query Queue Pause Reason List</a> 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. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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=sRuPSzYcPflKgdwSVpA11hx
1VLw0q0z1 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```



```

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"
}

```


## 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).
 <b>Note:</b>			

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>Use a comma to separate multiple extension IDs.</li> </ul>
queue_id	Yes	Integer	<p>The unique ID of the queue.</p>  <p><b>Note:</b> You can query the queue's ID using <a href="#">Search Specific Queues</a>.</p>
operation	Yes	String	<p>Log in or log out agents in the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>login</code>: Log in the dynamic agent to the queue.</li> <li><code>logout</code>: Log out the dynamic agent from the queue.</li> </ul>
is_paused	No	Integer	<p>Whether to pause service for dynamic agents after logging them to the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>0</code>: Do NOT pause service for agents after logging them to the queue.</li> <li><code>1</code>: Pause service for agents after logging them to the queue.</li> </ul>  <p><b>Note:</b> If you don't configure this parameter, it will be filled with the default value <code>0</code>.</p>
reason	No	String	<p>Feature code for the pause reason.</p> <p><b>Valid value:</b> The feature code for the existing pause reasons on PBX.</p>  <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>If the PBX plan subscription is NOT <b>Enterprise Plan</b> or <b>Ultimate Plan</b>, do NOT pass this parameter, otherwise the request will fail.</li> </ul>

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>You can query the feature code for the existing pause reasons using <a href="#">Query Queue Pause Reason List</a>.</li> </ul>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

Log in two dynamic agents (Extension ID: 92 & 85) to a queue ( ID: 3) and pause service for the two agents after login.

```
GET /
openapi/v1.0/queue/agent_login?access_token=gOcxZZjxZQ5B0c4aIecuGEqYpGiRSvj
W&ext_ids=92,85&queue_id=3&operation=login&is_paused=1 HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

### 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	<p>The extension ID(s) of the agent(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.</li> <li>Use a comma to separate multiple extension IDs.</li> </ul> </div>
queue_id	Yes	Integer	<p>The unique ID of the queue.</p> <div>  <b>Note:</b> <p>You can query the queue's ID using <a href="#">Search Specific Queues</a>.</p> </div>
operation	Yes	String	<p>Pause or unpause service (i.e. receiving queue calls) for agents in the queue.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>pause</code>: Pause receiving queue calls.</li> <li><code>unpause</code>: Unpause receiving queue calls.</li> </ul>
reason	No	String	<p>Feature code for the pause reason.</p> <p><b>Valid value:</b> The feature code for the existing pause reasons on PBX.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>If the PBX plan subscription is NOT <b>Enterprise Plan</b> or <b>Ultimate Plan</b>, do NOT pass this parameter, otherwise the request will fail.</li> </ul> </div>

Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>You can query the feature code for the existing pause reasons using <a href="#">Query Queue Pause Reason List</a>.</li> </ul>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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: yeastardocs.example.yeostarcloud.com
```

### 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	<p>The extension ID of the dynamic agent.</p> <div>  <b>Note:</b>            You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.         </div>
queue_ids	No	String	<div>  <b>Important:</b>            If this parameter is not included, the system will log the agent in or out of all queues.         </div> <p>The unique ID(s) of the queue(s) that the agent needs to log in or log out of.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the queue's ID using <a href="#">Search Specific Queues</a>.</li> <li>Use a comma to separate multiple queue IDs.</li> </ul> </div>
operation	Yes	String	<p>Log in to or log out the dynamic agent from the specified queue(s).</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>login</code>: Log the agent in to the queue(s).</li> <li><code>logout</code>: Log the agent out of the queue(s).</li> </ul>
is_paused	No	Integer	<p>Whether to pause service for the dynamic agent after logging him or her to the queue.</p> <p><b>Valid value:</b></p>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>0: Do NOT pause service for the agent after logging him or her to the queue(s).</li> <li>1: Pause service for the agent after logging him or her to the queue(s).</li> </ul> <div>  <b>Note:</b>            If you don't configure this parameter, it will be filled with the default value 0.         </div>
reason	No	String	Feature code for the pause reason. <b>Valid value:</b> The feature code for the existing pause reasons on PBX. <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>If the PBX plan subscription is NOT <b>Enterprise Plan</b> or <b>Ultimate Plan</b>, do NOT pass this parameter, otherwise the request will fail.</li> <li>You can query the feature code for the existing pause reasons using <a href="#">Query Queue Pause Reason List</a>.</li> </ul> </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

Log in the dynamic agent (Extension ID: 85) to all his or her assigned queues, and pause service for the agent after login.

```
GET /
openapi/v1.0/agent/login?access_token=u6UfsayUeBpUrwwpaBs6hkDeCzEE6D6t&ext_
id=85&operation=login&is_paused=1 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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. <div>  <b>Note:</b>              You can query agent's extension ID using <a href="#">Search Specific Extensions</a>.           </div>
queue_ids	No	String	<div>  <b>Important:</b>              If this parameter is not included, the system will pause or unpause service for the agent in all queues.           </div>



Parameter	Required	Type	Description
			<p>The unique ID(s) of the queue(s), used to specify in which queue(s) the agent will be paused or unpaused.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query the queue's ID using <a href="#">Search Specific Queues</a>.</li> <li>Use a comma to separate multiple queue IDs.</li> </ul> </div>
operation	Yes	String	<p>Pause or unpause service for agent in specific queue(s).  <b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>pause</code>: Pause receiving queue calls.</li> <li><code>unpause</code>: Unpause receiving queue calls.</li> </ul>
reason	No	String	<p>Feature code for the pause reason.  <b>Valid value:</b> The feature code for the existing pause reasons on PBX.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>If the PBX plan subscription is NOT <b>Enterprise Plan</b> or <b>Ultimate Plan</b>, do NOT pass this parameter, otherwise the request will fail.</li> <li>You can query the feature code for the existing pause reasons using <a href="#">Query Queue Pause Reason List</a>.</li> </ul> </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> </div>

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

## 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=7TBj7xavDnMljNQXb8bVAxUgNrxE7ulr&ext_
id=85&operation=pause&reason=*01 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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

**Table 270.**

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. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>id</code></li> <li>• <code>time</code></li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>

## Response parameters

**Table 271.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• <code>0</code>: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of call recording.
data	Array< <a href="#">Recording_Details</a> >	The detailed information of the call recording.

### Recording\_Details

**Table 272.**

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. ( <b>Unit:</b> Byte)
call_type	String	Communication type. <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> <li>• Internal</li> </ul>
file	String	The name of the call recording file.

## Examples

### Request example

```
GET /
openapi/v1.0/recording/list?access_token=XLS56U6Uq16jvYozSuTM0jHY8NqQcfIG&sort_by=id&order_by=asc HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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": 0,
        "size": 825588,
        "call_type": "Internal",
        "file": "20220112173629-1641980184.14-5566-5556-Internal.wav"
    },
    {
        "id": 615,
        "time": "01/13/2022 14:09:04",
        "uid": "202201131409043E81A",
        "call_from": "Leo Ball<5555>",
        "call_to": "Dave Harris<5556>",
        "duration": 0,
        "size": 4148,
        "call_type": "Internal",
        "file": "20220113140906-1642054144.17-5555-5556-Internal.wav"
    },
    {
        "id": 618,
        "time": "01/25/2022 14:32:06",
        "uid": "202201251432063097C",
        "call_from": "Leo Ball<5555>",
        "call_to": "Dave Harris<5556>",
        "duration": 0,
        "size": 177588,
        "call_type": "Internal",
        "file": "20220125143212-1643092326.23-5555-5556-Internal.wav"
    },
    ... ..
]
}

```

## Download a Recording File

Download a specific call recording file.


### 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. <div><b>Note:</b> You can query the recording's ID using <a href="#">Query Recording List</a>.</div>
file	No	String	The name of the call recording file.

## Response parameters

Table 273.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div><b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	Returned message. <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>
file	String	The name of the call recording file.
download_resource_url	String	The download URL of the call recording file. <div><b>Note:</b> The download URL is only valid for 30 minutes.</div>

## Examples

### Request Example

Get the download URL of a call recording file by ID.

```
GET /
openapi/v1.0/recording/download?id=1727&access_token=WQMR0cui rhX264oZMa9pV0
3T9li924NS HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

## 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 you get the download URL of the call recording file, you need to combine the download URL with the `{base_url}` to compose a download request, and then send the request to download the call recording file.

### Download link format

```
GET {base_url}/{download_resource_url}?access_token={access_token}
```

### Download link example

```
GET
https://yeastardocs.example.yeostarcloud.com/
api/download/Recording-X.7.0.6-1-download-20220412175901-M8zB66xYUNTnMr2D.w
av?access_token=WQMR0cui rhX264oZMa9pV03T9li924NS HTTP/1.1
```

## CDR

### Query CDR List

Query the CDR list.

## Request URL

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

## Request parameters


Table 274.

Parameter	Required	Type	Description
page	No	Integer	Define which page is displayed. <div>  <b>Note:</b>              If this parameter is left blank, the response result will return the first page by default.           </div>
page_size	No	Integer	Define how many records per page. <b>Maximum value:</b> 10,000 <div>  <b>Note:</b>              If this parameter is left blank, the response result will return 10,000 records per page by default.           </div>
sort_by	No	String	Define the sorting field. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• id</li> <li>• uid</li> <li>• time</li> <li>• duration</li> <li>• ring_duration</li> <li>• talk_duration</li> <li>• disposition</li> <li>• src_trunk</li> <li>• dst_trunk</li> <li>• call_type</li> <li>• did_number</li> <li>• dod_number</li> <li>• src_addr</li> </ul>
order_by	No	String	Define the display order. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• asc: Ascending order.</li> <li>• desc: Descending order.</li> </ul>



## Response parameters

**Table 275.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total number of CDR.
data	Array< <a href="#">CDR_Details</a> >	The detailed information of the CDR.

## CDR\_Details

**Table 276.**

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.
dst_trunk	String	The call was sent out via which trunk.
duration	Integer	The time between the call started and the call ended.

**Table 276. (continued)**

Parameter	Type	Description
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. <ul style="list-style-type: none"> <li>• ANSWERED</li> <li>• NO ANSWER</li> <li>• BUSY</li> <li>• FAILED</li> <li>• VOICEMAIL</li> </ul>
call_type	String	Communication type. <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> <li>• Internal</li> </ul>
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.

## Examples

### Request example

```
GET /
openapi/v1.0/cdr/list?access_token=64er0dvpIUiXhZEetXfvqaEj4XIY2rLj&sort_by
=id&order_by=desc HTTP/1.1
```

```
Host: yeastardocs.example.yeostarcloud.com
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "total_number": 2579,
  "data": [
```

```

{
  "id": 2714,
  "time": "06/14/2022 11:19:28",
  "call_from": "Kristin Hale<2005>",
  "call_to": "Anna Simmons<2008>",
  "timestamp": 1655176768,
  "uid": "20220614111928CC54A",
  "src_addr": "192.168.28.25",
  "duration": 48,
  "ring_duration": 2,
  "talk_duration": 46,
  "disposition": "ANSWERED",
  "call_type": "Internal",
  "record_file":
"20220614111933-1655176768.0-2005-2008-Internal.wav",
  "reason": "src hangup      "
},
{
  "id": 2713,
  "time": "05/30/2022 14:57:00",
  "call_from": "PlayFile",
  "call_to": "Kristin Hale<2005>",
  "timestamp": 1653893820,
  "uid": "20220530145700EEC37",
  "src_addr": "192.168.28.25",
  "duration": 49,
  "ring_duration": 1,
  "talk_duration": 48,
  "disposition": "ANSWERED",
  "call_type": "Internal",
  "reason": "src hangup      "
},
{
  "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      "
    },
    {
        "id": 2711,
        "time": "05/30/2022 14:55:00",
        "call_from": "Kristin Hale<2005>",
        "call_to": "21000",
        "timestamp": 1653893700,
        "uid": "2022053014550020730",
        "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      "
    },
    ... ...
]
}

```

## 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

**Table 277.**





Parameter	Required	Type	Description
start_time	No	String	Specify the start time to filter CDR.
<div>  <b>Note:</b>                      The time format depends on the date and time display format of PBX (set in <b>System</b> </div>			

Table 277. (continued)


Parameter	Required	Type	Description
			 <b>&gt; Date and Time &gt; Display Format</b> on PBX). <b>Examples:</b> <ul style="list-style-type: none"> <li>If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is MM/DD/YYYY HH:mm:ss.</li> <li>If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is YYYY/MM/DD HH:mm:ss AM OR YYYY/MM/DD HH:mm:ss PM.</li> </ul>
end_time	No	String	Specify the end time to filter CDR.  <b>Note:</b> The time format depends on the date and time display format of PBX (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX). <b>Examples:</b> <ul style="list-style-type: none"> <li>If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is MM/DD/YYYY HH:mm:ss.</li> <li>If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is YYYY/MM/DD HH:mm:ss AM OR YYYY/MM/DD HH:mm:ss PM.</li> </ul>
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.

**Table 277. (continued)**

Parameter	Required	Type	Description
			 <b>Note:</b> You can query the extension group's ID using <a href="#">Get Menu Options</a> .
status	No	String	call status. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• ANSWERED</li> <li>• NO ANSWER</li> <li>• BUSY</li> <li>• FAILED</li> <li>• VOICEMAIL</li> </ul>
enable_fuzzy_search	No	Integer	Whether to search for the fuzzy equivalent for the phone number. <b>Valid value:</b> <ul style="list-style-type: none"> <li>• 0: Disable</li> <li>• 1: Enable</li> </ul>

## Response parameters

**Table 278.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
total_number	Integer	The total number of the searched CDR.
data	Array< <a href="#">CDR_Details</a> >	The detailed information of the CDR.

## CDR\_Details

**Table 279.**

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.
talk_duration	Integer	The time between the call answered and the call ended.
disposition	String	Call status. <ul style="list-style-type: none"> <li>• ANSWERED</li> <li>• NO ANSWER</li> <li>• BUSY</li> <li>• FAILED</li> <li>• VOICEMAIL</li> </ul>
call_type	String	Communication type. <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> <li>• Internal</li> </ul>
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.

## 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

Host: yeastardocs.example.yeostarcloud.com
```

### 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"
    },
  ],
}
```



```

        "id": 2711,
        "time": "05/30/2022 14:55:00",
        "call_from": "Kristin Hale<2005>",
        "call_to": "21000",
        "timestamp": 1653893700,
        "uid": "2022053014550020730",
        "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    "
    },
    {
        "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    "
    }
]
}

```

## 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

Table 280.

Parameter	Required	Type	Description
start_time	No	String	<p>Specify the start time to filter CDR.</p> <div>  <b>Note:</b>            The time format depends on the date and time display format of PBX (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX).   <b>Examples:</b> <ul style="list-style-type: none"> <li>If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is <code>MM/DD/YYYY HH:mm:ss</code>.</li> <li>If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is <code>YYYY/MM/DD HH:mm:ss AM OR YYYY/MM/DD HH:mm:ss PM</code>.</li> </ul> </div>
end_time	No	String	<p>Specify the end time to filter CDR.</p> <div>  <b>Note:</b>            The time format depends on the date and time display format of PBX (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX).   <b>Examples:</b> <ul style="list-style-type: none"> <li>If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is <code>MM/DD/YYYY HH:mm:ss</code>.</li> </ul> </div>

**Table 280. (continued)**



Parameter	Required	Type	Description
			 <ul style="list-style-type: none"> <li>If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is <code>YYYY/MM/DD HH:mm:ss AM</code> OR <code>YYYY/MM/DD HH:mm:ss PM</code>.</li> </ul>
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.  <b>Note:</b> You can query the extension group's ID using <a href="#">Get Menu Options</a> .
status	No	String	call status. <b>Valid value:</b> <ul style="list-style-type: none"> <li>ANSWERED</li> <li>NO ANSWER</li> <li>BUSY</li> <li>FAILED</li> <li>VOICEMAIL</li> </ul>
enable_fuzzy_search	No	String	Whether to search for the fuzzy equivalent for the phone number. <b>Valid value:</b> <ul style="list-style-type: none"> <li>0: Disable</li> <li>1: Enable</li> </ul>

## Response parameters

**Table 281.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>

**Table 281. (continued)**

Parameter	Type	Description
		 <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS:</b> Succeed.</li> <li>• <b>FAILURE:</b> Failed.</li> </ul>
file	String	The CDR file.
download_resource_url	String	The CDR download URL.  <b>Note:</b> 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=5tQstKGzg0Lt4MGTEtC1eDjlzk97IIIny&start_time=05/19/2022 00:00:00&end_time=05/19/2022 23:59:59 HTTP/1.1
```

```
Host: yeastardocs.example.yeastarcloud.com
```

### 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 you get the download URL, you need to combine the download URL with the `{base_url}` to compose a download request, and then send the request to download the CDR file.

### Download link format

```
GET {base_url}/{download_resource_url}?access_token={access_token}
```

### Download link example

```
GET
https://yeastardocs.example.yeastarcloud.com/
api/download/Cdr-X.7.0.16-download-20220520093856-xdhICiIeubqMATvP.csv?acce
ss_token=5tQstKGzg0Lt4MGTEtC1eDjlzk97IIIny
```

## 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


**Table 282.**

Parameter	Available	Required	Type	Description
type	This parameter is available in all call report types.	Yes	String	Call report type. <b>Valid value:</b>



**Table 282. (continued)**

Parameter	Available	Required	Type	Description
				<ul style="list-style-type: none"> <li>• <code>extcallstatistics</code>: Extension Call Statistics report.</li> <li>• <code>extcallactivity</code>: Extension Call Activity report.</li> <li>• <code>trunkactivity</code>: PBX Call Activity report.</li> <li>• <code>trunkdiddodactivity</code>: DID/Outbound Caller ID Activity report.</li> <li>• <code>ivr</code>: IVR Report.</li> <li>• <code>queueavgwaittalktime</code>: Queue AVG Waiting &amp; Talking Time report.</li> <li>• <code>queueperformance</code>: Queue Performance report.</li> <li>• <code>queueperformanceactivity</code>: Queue Performance Activity report.</li> <li>• <code>queuecallbackssummary</code>: Queue Callback Summary report.</li> <li>• <code>queuecallbackactivity</code>: Queue Callback Activity report.</li> <li>• <code>queuesatisfaction</code>: Satisfaction Survey report.</li> <li>• <code>queuesatisfactiondetail</code>: Queue Satisfaction Survey Details report.</li> <li>• <code>queueagentlogintime</code>: Agent Login Activity report.</li> <li>• <code>queueagentpausetime</code>: Agent Pause Activity report.</li> <li>• <code>queueagentmisscalls</code>: Agent Missed Call Activity report.</li> <li>• <code>queueagentperformance</code>: Agent Performance report.</li> </ul>

Table 282. (continued)




Parameter	Available	Required	Type	Description
				<ul style="list-style-type: none"> <li>• <code>queueagentinoutcalls</code>: Agent Call Summary report.</li> <li>• <code>ringgroupstatistics</code>: Ring Group Statistics report.</li> <li>• <code>extcallbilling</code>: Extension Call Accounting report.</li> <li>• <code>extcallbillingdetails</code>: Extension Call Accounting Details report.</li> </ul>
start_time	<p>This parameter is available when querying the following types of reports.</p> <ul style="list-style-type: none"> <li>• Extension Call Statistics</li> <li>• IVR Report</li> <li>• Queue Performance</li> <li>• Queue Callback Summary</li> <li>• Queue Callback Activity</li> <li>• Satisfaction Survey</li> <li>• Satisfaction Survey Details</li> <li>• Agent Login Activity</li> <li>• Agent Pause Activity</li> <li>• Agent Missed Call Activity</li> <li>• Agent Performance</li> <li>• Agent Call Summary</li> <li>• Ring Group Statistics</li> </ul>	No	String	<p>Specify the start time to filter the reports.</p> <div>  <b>Note:</b>  The time format depends on the date and time display format of PBX (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX).  <b>Examples:</b> <ul style="list-style-type: none"> <li>• If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is <code>MM/DD/YYYY HH:mm:ss</code>.</li> <li>• If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is <code>YYYY/MM/DD HH:mm:ss AM</code>.</li> </ul> </div>

**Table 282. (continued)**





Parameter	Available	Required	Type	Description
	<ul style="list-style-type: none"> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>			 <p>OR YYYY/MM/DD HH:mm:ss PM.</p>
end_time	<p>This parameter is available when querying the following types of reports.</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>IVR Report</b></li> <li>• <b>Queue Performance</b></li> <li>• <b>Queue Callback Summary</b></li> <li>• <b>Queue Callback Activity</b></li> <li>• <b>Satisfaction Survey</b></li> <li>• <b>Satisfaction Survey Details</b></li> <li>• <b>Agent Login Activity</b></li> <li>• <b>Agent Pause Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> <li>• <b>Agent Call Summary</b></li> <li>• <b>Ring Group Statistics</b></li> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>	No	String	<p>Specify the end time to filter the reports.</p>  <p><b>Note:</b> The time format depends on the date and time display format of PBX (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX).</p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>• If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is MM/DD/YYYY HH:mm:ss.</li> <li>• If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is YYYY/MM/DD HH:mm:ss AM OR YYYY/MM/DD HH:mm:ss PM.</li> </ul>
time	This parameter is available when querying	Yes	String	Specify the time frame to filter the call report.






**Table 282. (continued)**

Parameter	Available	Required	Type	Description
	<p>the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Activity</b></li> <li>• <b>PBX Call Activity</b></li> <li>• <b>DID/Outbound Caller ID Activity</b></li> <li>• <b>Queue AVG Waiting &amp; Talking Time</b></li> <li>• <b>Queue Performance Activity</b></li> </ul>			<p> <b>Note:</b> The time format depends on the date display format of PBX.</p> <p>For example, <b>Date Display Format</b> of PBX is <b>Year/Month/Day</b>, then the valid time format is <code>YYYY/MM/DD</code>.</p> <p><b>Time format:</b></p> <ul style="list-style-type: none"> <li>• To query the reports by hour, enter <code>YYYY/MM/DD</code>.</li> <li>• To query the reports by day, enter <code>YYYY/MM</code>.</li> <li>• To query the reports by month, enter <code>YYYY</code>.</li> </ul>
ext_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>Extension Call Activity</b></li> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>	<p>This parameter is required when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>Extension Call Activity</b></li> </ul>	String	<p>The ID(s) of the desired extension(s)/extension group(s).</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• You can query the extension/extension group's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul>
trunk_id	<p>This parameter is available when querying <b>'DID/Outbound Caller ID Activity'</b> report.</p>	Yes	String	<p>The ID of the desired trunk.</p> <p> <b>Note:</b> You can query the trunk's ID using <a href="#">Get Menu Options</a>.</p>


**Table 282. (continued)**

Parameter	Available	Required	Type	Description
trunk_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>PBX Call Activity</b></li> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>	Yes	String	<p>The ID(s) of the desired trunk(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the trunk's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
ivr_id_list	<p>This parameter is available when querying <b>IVR Report</b>.</p>	Yes	String	<p>The ID(s) of the desired IVR(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the IVR's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
ring_group_id_list	<p>This parameter is available when querying <b>'Ring Group Statistics'</b> report.</p>	Yes	String	<p>The ID(s) of the desired ring group(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the ring group's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
queue_id	<p>This parameter is available when querying</p>	Yes	String	<p>The ID of the desired queue.</p> <div>  <b>Note:</b> </div>


**Table 282. (continued)**

Parameter	Available	Required	Type	Description
	<p>the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Satisfaction Survey</b></li> <li>• <b>Satisfaction Survey Details</b></li> <li>• <b>Agent Login Activity</b></li> <li>• <b>Agent Pause Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> <li>• <b>Agent Call Summary</b></li> </ul>			<p> You can query the queue's ID using <a href="#">Get Menu Options</a>.</p>
queue_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Queue AVG Waiting &amp; Talking Time</b></li> <li>• <b>Queue Performance</b></li> <li>• <b>Queue Performance Activity</b></li> <li>• <b>Queue Callback Summary</b></li> <li>• <b>Queue Callback Activity</b></li> </ul>	Yes	String	<p>The ID(s) of the desired queue(s).</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• You can query the queue's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul>
agent_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Satisfaction Survey Details</b></li> </ul>	No	String	<p>The ID(s) of the desired agent(s).</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• You can query the agent's ID</li> </ul>

**Table 282. (continued)**


Parameter	Available	Required	Type	Description
	<ul style="list-style-type: none"> <li>• <b>Agent Login Activity</b></li> <li>• <b>Agent Pause Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> <li>• <b>Agent Call Summary</b></li> </ul>			 <p>using <a href="#">Get Menu Options</a>.</p> <ul style="list-style-type: none"> <li>• Use a comma to separate multiple IDs.</li> </ul>
abandon_time	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Queue Performance</b></li> <li>• <b>Queue Performance Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> </ul>	No	String	Set a time. Calls abandoned within the specified time will not be included in report. ( <b>Unit:</b> Second)
talk_time	<p>This parameter is available when querying <b>Queue Performance</b> report.</p>	No	Integer	Set a time. Calls that proceeded within the specified time will be not be included in report. ( <b>Unit:</b> Second)
include_internal	<p>This parameter is available when querying <b>PBX Call Activity</b> report.</p>	No	Integer	<p>Whether to include internal calls in the report.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>0</code>: Exclude the internal calls.</li> <li>• <code>1</code>: Include the internal calls.</li> </ul>
callback_result	<p>This parameter is available when querying <b>Queue Callback Activity</b> report.</p>	No	String	<p>Queue callback result.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>success</code></li> <li>• <code>fail</code></li> </ul>

**Table 282. (continued)**

Parameter	Available	Required	Type	Description
reason	This parameter is available when querying <b>Agent Pause Activity</b> report.	No	String	The reason why an agent switched status to pause.  <b>Valid value:</b> The pause reasons set on PBX web portal (Path: <b>Call Features &gt; Queue &gt; Pause Reason</b> ).
communication_type	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>Extension Call Activity</b></li> <li>• <b>PBX Call Activity</b></li> <li>• <b>DID/Outbound Caller ID Activity</b></li> </ul>	No	String	<p>Communication type.</p> <div>  <b>Note:</b>            If this parameter is omitted, the system will query all the communication types.         </div> <p><b>Valid value for extension related reports:</b></p> <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> <li>• Internal</li> </ul> <p><b>Valid value for trunk related reports:</b></p> <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> </ul>

## Response parameters

**Table 283.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message         </div>

**Table 283. (continued)**

Parameter	Type	Description
		 in <a href="#">Error Code and Error Message</a> .
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>
total_number	Integer	The total number of reports.
is_12hour	Integer	<p>Whether the time format is 12-hour format.</p> <ul style="list-style-type: none"> <li>• <b>0</b>: No. The time format is 24-hour format.</li> <li>• <b>1</b>: Yes. The time format is 12-hour format.</li> </ul>
ext_call_statistics_list	Array< <a href="#">ext_call_statistics_list</a> >	The list of the Extension Call Statistics reports.
ext_call_activity_list	Array< <a href="#">ext_call_activity_list</a> >	The list of the Extension Call Activity reports.
trunk_activity_list	Array< <a href="#">trunk_activity_list</a> >	The list of the PBX Call Activity reports.
trunk_did_dod_activity_list	Array< <a href="#">trunk_did_dod_activity_list</a> >	The list of the trunk DID/Outbound Caller ID Activity reports.
ivr_list	Array< <a href="#">ivr_list</a> >	The list of the IVR reports.
queue_avg_wait_talk_time_list	Array< <a href="#">queue_avg_wait_talk_time_list</a> >	The list of the Queue AVG Waiting & Talking Time reports.
queue_performance_list	Array< <a href="#">queue_performance_list</a> >	The list of the Queue Performance reports.
queue_performance_activity_list	Array< <a href="#">queue_performance_activity_list</a> >	The list of the Queue Performance Activity reports.
queue_callbacks_summary_list	Array< <a href="#">queue_callbacks_summary_list</a> >	The list of the Queue Callback Summary reports.
queue_callbacks_activity_list	Array< <a href="#">queue_callbacks_activity_list</a> >	The list of the Queue Callback Activity reports.
queue_satisfaction	Array< <a href="#">queue_satisfaction</a> >	The list of the queue Satisfaction Survey reports.

**Table 283. (continued)**

Parameter	Type	Description
queue_satisfaction_detail_list	Array< <a href="#">queue_satisfaction_detail_list</a> >	The list of the queue Satisfaction Survey Details reports.
queue_agent_login_time_list	Array< <a href="#">queue_agent_login_time_list</a> >	The list of the queue Agent Login Activity reports.
queue_agent_pause_time_list	Array< <a href="#">queue_agent_pause_time_list</a> >	The list of the queue Agent Pause Activity reports.
queue_agent_miss_calls_list	Array< <a href="#">queue_agent_miss_calls_list</a> >	The list of the queue Agent Missed Call Activity reports.
queue_agent_performance_list	Array< <a href="#">queue_agent_performance_list</a> >	The list of the queue Agent Performance reports.
queue_agent_in_out_calls_list	Array< <a href="#">queue_agent_in_out_calls_list</a> >	The list of the queue Agent Call Summary reports.
ring_group_statistics_list	Array< <a href="#">ring_group_statistics_list</a> >	The list of the Ring Group Statistics reports.
ext_call_billing_list	Array< <a href="#">ext_call_billing_list</a> >	The list of the Extension Call Accounting reports.
ext_call_billing_details_list	Array< <a href="#">ext_call_billing_details_list</a> >	The list of the Extension Call Accounting Details reports.
callback_result	String	Queue callback result.

**ext\_call\_statistics\_list****Table 284.**

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.

**Table 284. (continued)**

Parameter	Type	Description
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****Table 285.**

Parameter	Type	Description
time	Integer	<p>The time of the report.</p> <ul style="list-style-type: none"> <li>If the report is filtered <b>by Hour</b>, the <code>time</code> returns the hour in the day.</li> </ul> <p>For example, if the time of the report is between <b>10:00-10:59</b>, the <code>time</code> will be 10.</p> <ul style="list-style-type: none"> <li>If the report is filtered <b>by Day</b>, the <code>time</code> returns the day in the month.</li> </ul> <p>For example, if the date of the report is <b>Apr. 13</b>, the <code>time</code> will be 13.</p> <ul style="list-style-type: none"> <li>If the report is filtered <b>by Month</b>, the <code>time</code> returns the month in the year.</li> </ul> <p>For example, if the month of the report is <b>April</b>, the <code>time</code> will be 4.</p>
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.



**Table 285. (continued)**

Parameter	Type	Description
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****Table 286.**

Parameter	Type	Description
time	Integer	<p>The time of the report.</p> <ul style="list-style-type: none"> <li>If the report is filtered <b>by Hour</b>, the <code>time</code> returns the hour in the day.</li> </ul> <p>For example, if the time of the report is between <b>10:00-10:59</b>, the <code>time</code> will be <code>10</code>.</p> <ul style="list-style-type: none"> <li>If the report is filtered <b>by Day</b>, the <code>time</code> returns the day in the month.</li> </ul> <p>For example, if the date of the report is <b>Apr. 13</b>, the <code>time</code> will be <code>13</code>.</p> <ul style="list-style-type: none"> <li>If the report is filtered <b>by Month</b>, the <code>time</code> returns the month in the year.</li> </ul> <p>For example, if the month of the report is <b>April</b>, the <code>time</code> will be <code>4</code>.</p>
trunk_list	Array< <a href="#">call_statistics</a> >	The data of PBX call activities.

**call\_statistics****Table 287.**

Parameter	Type	Description
trunk_name	String	<ul style="list-style-type: none"> <li>For calls between extensions, this parameter returns <code>Internal</code>.</li> <li>For calls made or received via trunks, this parameter returns the name of the trunk.</li> <li>For calls of the entire phone system, this parameter returns <code>Device</code>.</li> </ul>

**Table 287. (continued)**

Parameter	Type	Description
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.  <div>  <b>Note:</b>  This parameter is only returned in trunk call statistics. </div>

**trunk\_did\_dod\_activity\_list****Table 288.**

Parameter	Type	Description
time	Integer	<p>The time of the report.</p> <ul style="list-style-type: none"> <li>• If the report is filtered <b>by Hour</b>, the <code>time</code> returns the hour in the day. For example, if the time of the report is between <b>10:00-10:59</b>, the <code>time</code> will be <code>10</code>.</li> <li>• If the report is filtered <b>by Day</b>, the <code>time</code> returns the day in the month. For example, if the date of the report is <b>Apr. 13</b>, the <code>time</code> will be <code>13</code>.</li> <li>• If the report is filtered <b>by Month</b>, the <code>time</code> returns the month in the year. For example, if the month of the report is <b>April</b>, the <code>time</code> will be <code>4</code>.</li> </ul>
did_dod_list	Array< <a href="#">did_dod_list</a> >	The activity information of the trunk DID/Outbound caller ID.

**did\_dod\_list**

**Table 289.**



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< <a href="#">ivr_call_detail</a> >	The list of IVR call details.
ivr_name	String	IVR name.
ivr_num	String	IVR number.
press_count	Object	<p>The keypress events in the IVR and their counts. This parameter returns the keypress events in the format "press_keypress_event":count.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• "press_0": 2</li> <li>• "press_invalid": 1</li> <li>• "press_timeout": 1</li> </ul>

**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 ( <a href="#">destination</a> ).
call_to	String	The number and name of the keypress destination ( <a href="#">destination</a> ).




Parameter	Type	Description
		 <b>Note:</b> 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 ( <a href="#">destination</a> ).   <b>Note:</b> 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\_avg\_wait\_talk\_time\_list

**Table 290.**


Parameter	Type	Description
time	Integer	The time of the report. <ul style="list-style-type: none"> <li>If the report is filtered <b>by Hour</b>, the <code>time</code> returns the hour in the day. For example, if the time of the report is between <b>10:00-10:59</b>, the <code>time</code> will be <code>10</code>.</li> <li>If the report is filtered <b>by Day</b>, the <code>time</code> returns the day in the month. For example, if the date of the report is <b>Apr. 13</b>, the <code>time</code> will be <code>13</code>.</li> <li>If the report is filtered <b>by Month</b>, the <code>time</code> returns the month in the year. For example, if the month of the report is <b>April</b>, the <code>time</code> will be <code>4</code>.</li> </ul>
avg_wait_time	Integer	The average amount of time that the answered calls have been waiting in the queue before being answered by agents.

**Table 290. (continued)**

Parameter	Type	Description
		 <b>Note:</b> The value of this parameter is calculated by dividing the <a href="#">answered_waiting_time</a> by the total number of <a href="#">answered_calls</a> . 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.   <b>Note:</b> The value of this parameter is calculated by dividing the <a href="#">total_talking_time</a> by the total number of <a href="#">answered_calls</a> . 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.   <b>Note:</b> This parameter is calculated by dividing the <a href="#">total_waiting_time</a> by the number of <a href="#">total_calls</a> . 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.
answered_waiting_time	Integer	The total waiting time of the answered calls.
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**

**Table 291.**

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	<p>The average amount of time it takes agents to handle answered calls.</p> <div>  <b>Note:</b>            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.         </div>
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.

**Table 291. (continued)**

Parameter	Type	Description
detail	Array< <a href="#">queue_call_detail</a> >	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. <ul style="list-style-type: none"> <li>• <b>abandoned</b>: The call was abandoned by the caller.</li> <li>• <b>missed</b>: The call was eventually not answered by the agent.</li> <li>• <b>answered</b>: The call was answered by the agent.</li> </ul>
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.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <code>unprocessed</code></li> <li>• <code>processed</code></li> </ul>
<code>polling_attempts</code>	Integer	The number of polling attempts to call an agent.
<code>process_ext</code>	String	The extension number and name of the agent that processed the abandoned or missed queue call.
<code>process_time</code>	String	The time that an agent changed the processing status of an abandoned or missed queue call.
<code>reason_partya ~ reason_partyf</code>	String	The parts of the content that are used to compose the information about the <a href="#">reason</a> .
<code>call_to</code>	String	The number and name of the callee.
<code>timestamp</code>	Integer	The timestamp of the time when the call was received.
<code>queue_num</code>	String	Queue number.
<code>agent_num</code>	String	Agent number.

### queue\_performance\_activity\_list

Parameter	Type	Description
<code>id</code>	Integer	The sequence number of the record.
<code>time</code>	Integer	<p>The time of the report.</p> <ul style="list-style-type: none"> <li>• If the report is filtered <b>by Hour</b>, the <code>time</code> returns the hour in the day. For example, if the time of the report is between <b>10:00-10:59</b>, the <code>time</code> will be <code>10</code>.</li> <li>• If the report is filtered <b>by Day</b>, the <code>time</code> returns the day in the month. For example, if the date of the report is <b>Apr. 13</b>, the <code>time</code> will be <code>13</code>.</li> <li>• If the report is filtered <b>by Month</b>, the <code>time</code> returns the month in the year. For example, if the month of the report is <b>April</b>, the <code>time</code> will be <code>4</code>.</li> </ul>



Parameter	Type	Description
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	<p>The average amount of time it takes agents to handle answered calls.</p> <div>  <b>Note:</b>            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.         </div>

Parameter	Type	Description
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< <a href="#">queue_call_detail</a> >	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. <ul style="list-style-type: none"> <li>• <b>abandoned</b>: The call was abandoned by the caller.</li> <li>• <b>missed</b>: The call was eventually not answered by the agent.</li> <li>• <b>answered</b>: The call was answered by the agent.</li> </ul>
ring_duration	Integer	The time between the call started to ring an agent and the call answered.

Parameter	Type	Description
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. <ul style="list-style-type: none"> <li>unprocessed</li> <li>processed</li> </ul>
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 <a href="#">reason</a> .
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

**Table 292.**

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.
succ_callback	Integer	The number of successful callbacks.

**Table 292. (continued)**

Parameter	Type	Description
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****Table 293.**

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****Table 294.**

Parameter	Type	Description
queue_name	String	The queue name.
queue_num	String	The queue number.
satisfaction_list	Array< <a href="#">satisfaction_list</a> >	The satisfaction details list.
agent_list	Array< <a href="#">agent_list</a> >	The agent list of the queue.

**agent\_list**

**Table 295.**

Parameter	Type	Description
agent_name	String	The agent name.
agent_num	String	The agent number.
satisfaction_list	Array< <a href="#">satisfaction_list</a> >	The satisfaction details list.

**satisfaction\_list****Table 296.**

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****Table 297.**

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.

**Table 297. (continued)**

Parameter	Type	Description
total_login_time	Integer	The elapsed time between the login time and the logout time. ( <b>Unit:</b> Second)

**queue\_agent\_pause\_time\_list****Table 298.**

Parameter	Type	Description
agent_name	String	Agent name.
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. ( <b>Unit:</b> Second)
total_pause	Integer	The total number of times that agent paused services, excluding changing pause reason.

**queue\_agent\_miss\_calls\_list****Table 299.**


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. ( <b>Unit:</b> 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.

**Table 299. (continued)**

Parameter	Type	Description
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.
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.

Parameter	Type	Description
		 <b>Note:</b> 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.
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< <a href="#">agent_performance_detail</a> >	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.



Parameter	Type	Description
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< <a href="#">agent_call_detail</a> >	The list of agent call details.

### 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	<div> <div>  <b>Note:</b> </div> <div> This parameter indicates the status of the incoming call for the agent. </div> </div> <ul style="list-style-type: none"> <li>• <code>abandoned</code>: The call was abandoned by the caller.</li> <li>• <code>missed</code>: The call was not answered by the agent.</li> <li>• <code>answered</code>: The call was answered by the agent.</li> </ul>
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.


Parameter	Type	Description
process_result	String	The process result for an abandoned or missed queue call. <ul style="list-style-type: none"> <li>• <code>unprocessed</code></li> <li>• <code>processed</code></li> </ul>
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 <a href="#">reason</a> .
disposition	String	Call status. <div>  <b>Note:</b>  This parameter indicates the status of the incoming call for the queue. </div> <ul style="list-style-type: none"> <li>• <code>answered</code>: The call was answered by an agent in the queue.</li> <li>• <code>no_answered</code>: The call was not answered by any agents in the queue.</li> </ul>
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

**Table 300.**

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.

**Table 300. (continued)**

Parameter	Type	Description
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	<p>The average amount of time it takes agents to handle answered calls.</p> <div>  <b>Note:</b>            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.         </div>
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****Table 301.**

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< <a href="#">member_list</a> >	The information of the members in the ring group.

**member\_list****Table 302.**

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****Table 303.**

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.
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****Table 304.**

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: yeastardocs.example.yeastarcloud.com
```

### 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
    }
}

```

## 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

**Table 305.**

Parameter	Available	Required	Type	Description
type	This parameter is available in all call report types.	Yes	String	<p>Call report type. <b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>extcallstatistics</code>: Extension Call Statistics report.</li> <li>• <code>extcallactivity</code>: Extension Call Activity report.</li> <li>• <code>trunkactivity</code>: PBX Call Activity report.</li> <li>• <code>trunkdiddodactivity</code>: DID/Outbound Caller ID Activity report.</li> <li>• <code>ivr</code>: IVR Report.</li> </ul>

**Table 305. (continued)**

Parameter	Available	Required	Type	Description
				<ul style="list-style-type: none"> <li>• <code>queueavgwaittalktime</code>: Queue AVG Waiting &amp; Talking Time report.</li> <li>• <code>queueperformance</code>: Queue Performance report.</li> <li>• <code>queueperformanceactivity</code>: Queue Performance Activity report.</li> <li>• <code>queuecallbacksummary</code>: Queue Callback Summary report.</li> <li>• <code>queuecallbackactivity</code>: Queue Callback Activity report.</li> <li>• <code>queuesatisfaction</code>: Satisfaction Survey report.</li> <li>• <code>queuesatisfactiondetail</code>: Queue Satisfaction Survey Details report.</li> <li>• <code>queueagentlogintime</code>: Agent Login Activity report.</li> <li>• <code>queueagentpausetime</code>: Agent Pause Activity report.</li> <li>• <code>queueagentmisscalls</code>: Agent Missed Call Activity report.</li> <li>• <code>queueagentperformance</code>: Agent Performance report.</li> <li>• <code>queueagentinoutcalls</code>: Agent Call Summary report.</li> <li>• <code>ringgroupstatistics</code>: Ring Group Statistics report.</li> <li>• <code>extcallbilling</code>: Extension Call Accounting report.</li> <li>• <code>extcallbillingdetails</code>: Extension Call Accounting Details report.</li> </ul>

**Table 305. (continued)**








Parameter	Available	Required	Type	Description
start_time	<p>This parameter is available when querying the following types of reports.</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>IVR Report</b></li> <li>• <b>Queue Performance</b></li> <li>• <b>Queue Callback Summary</b></li> <li>• <b>Queue Callback Activity</b></li> <li>• <b>Satisfaction Survey</b></li> <li>• <b>Satisfaction Survey Details</b></li> <li>• <b>Agent Login Activity</b></li> <li>• <b>Agent Pause Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> <li>• <b>Agent Call Summary</b></li> <li>• <b>Ring Group Statistics</b></li> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>	No	String	<p>Specify the start time to filter the reports.</p> <div>  <b>Note:</b>            The time format depends on the date and time display format of PBX (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX).  <b>Examples:</b> <ul style="list-style-type: none"> <li>• If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is <code>MM/DD/YYYY HH:mm:ss</code>.</li> <li>• If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is <code>YYYY/MM/DD HH:mm:ss AM</code> or <code>YYYY/MM/DD HH:mm:ss PM</code>.</li> </ul> </div>
end_time	<p>This parameter is available when querying the following types of reports.</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> </ul>	No	String	<p>Specify the end time to filter the reports.</p> <div>  <b>Note:</b>            The time format depends on the date and time display format of PBX         </div>







Table 305. (continued)

Parameter	Available	Required	Type	Description
	<ul style="list-style-type: none"> <li>• IVR Report</li> <li>• Queue Performance</li> <li>• Queue Callback Summary</li> <li>• Queue Callback Activity</li> <li>• Satisfaction Survey</li> <li>• Satisfaction Survey Details</li> <li>• Agent Login Activity</li> <li>• Agent Pause Activity</li> <li>• Agent Missed Call Activity</li> <li>• Agent Performance</li> <li>• Agent Call Summary</li> <li>• Ring Group Statistics</li> <li>• Extension Call Accounting</li> <li>• Extension Call Accounting Details</li> </ul>			 (set in <b>System &gt; Date and Time &gt; Display Format</b> on PBX). <b>Examples:</b> <ul style="list-style-type: none"> <li>• If the display format is <b>Month/Day/Year</b> and is <b>24-hours format</b>, then the valid time format is <code>MM/DD/YYYY</code> <code>HH:mm:ss</code>.</li> <li>• If the display format is <b>Year/Month/Day</b> and is <b>12-hours format</b>, then the valid time format is <code>YYYY/MM/DD</code> <code>HH:mm:ss AM</code> OR <code>YYYY/MM/DD</code> <code>HH:mm:ss PM</code>.</li> </ul>
time	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• Extension Call Activity</li> <li>• PBX Call Activity</li> <li>• DID/Outbound Caller ID Activity</li> <li>• Queue AVG Waiting &amp; Talking Time</li> </ul>	Yes	String	<p>Specify the time frame to filter the call report.</p>  <b>Note:</b> The time format depends on the date display format of PBX. For example, <b>Date Display Format</b> of PBX is <b>Year/Month/Day</b> , then the valid time format is <code>YYYY/MM/DD</code> .



**Table 305. (continued)**

Parameter	Available	Required	Type	Description
	<ul style="list-style-type: none"> <li>• <b>Queue Performance Activity</b></li> </ul>			<b>Time format:</b> <ul style="list-style-type: none"> <li>• To query the reports by hour, enter YYYY/MM/DD.</li> <li>• To query the reports by day, enter YYYY/MM.</li> <li>• To query the reports by month, enter YYYY.</li> </ul>
ext_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>Extension Call Activity</b></li> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>	<p>This parameter is required when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>Extension Call Activity</b></li> </ul>	String	<p>The ID(s) of the desired extension(s)/extension group(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the extension/extension group's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
trunk_id	<p>This parameter is available when querying <b>'DID/Outbound Caller ID Activity'</b> report.</p>	Yes	String	<p>The ID of the desired trunk.</p> <div>  <b>Note:</b> <p>You can query the trunk's ID using <a href="#">Get Menu Options</a>.</p> </div>
trunk_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>PBX Call Activity</b></li> <li>• <b>Extension Call Accounting</b></li> <li>• <b>Extension Call Accounting Details</b></li> </ul>	Yes	String	<p>The ID(s) of the desired trunk(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the trunk's ID using <a href="#">Get Menu Options</a>.</li> </ul> </div>

**Table 305. (continued)**

Parameter	Available	Required	Type	Description
				 <ul style="list-style-type: none"> <li>• Use a comma to separate multiple IDs.</li> </ul>
ivr_id_list	This parameter is available when querying <b>IVR Report</b> .	Yes	String	The ID(s) of the desired IVR(s).   <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the IVR's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul>
ring_group_id_list	This parameter is available when querying <b>'Ring Group Statistics'</b> report.	Yes	String	The ID(s) of the desired ring group(s).   <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the ring group's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul>
queue_id	This parameter is available when querying the following types of reports: <ul style="list-style-type: none"> <li>• <b>Satisfaction Survey</b></li> <li>• <b>Satisfaction Survey Details</b></li> <li>• <b>Agent Login Activity</b></li> </ul>	Yes	String	The ID of the desired queue.   <b>Note:</b> You can query the queue's ID using <a href="#">Get Menu Options</a> .


**Table 305. (continued)**

Parameter	Available	Required	Type	Description
	<ul style="list-style-type: none"> <li>• <b>Agent Pause Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> <li>• <b>Agent Call Summary</b></li> </ul>			
queue_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Queue AVG Waiting &amp; Talking Time</b></li> <li>• <b>Queue Performance</b></li> <li>• <b>Queue Performance Activity</b></li> <li>• <b>Queue Callback Summary</b></li> <li>• <b>Queue Callback Activity</b></li> </ul>	Yes	String	<p>The ID(s) of the desired queue(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the queue's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>
agent_id_list	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Satisfaction Survey Details</b></li> <li>• <b>Agent Login Activity</b></li> <li>• <b>Agent Pause Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> </ul>	No	String	<p>The ID(s) of the desired agent(s).</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• You can query the agent's ID using <a href="#">Get Menu Options</a>.</li> <li>• Use a comma to separate multiple IDs.</li> </ul> </div>

**Table 305. (continued)**


Parameter	Available	Required	Type	Description
	<ul style="list-style-type: none"> <li>• <b>Agent Call Summary</b></li> </ul>			
abandon_time	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Queue Performance</b></li> <li>• <b>Queue Performance Activity</b></li> <li>• <b>Agent Missed Call Activity</b></li> <li>• <b>Agent Performance</b></li> </ul>	No	String	Set a time. Calls abandoned within the specified time will not be included in report. ( <b>Unit:</b> Second)
talk_time	This parameter is available when querying <b>Queue Performance</b> report.	No	Integer	Set a time. Calls that proceeded within the specified time will be not be included in report. ( <b>Unit:</b> Second)
include_internal	This parameter is available when querying <b>PBX Call Activity</b> report.	No	Integer	<p>Whether to include internal calls in the report.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>0</code>: Exclude the internal calls.</li> <li>• <code>1</code>: Include the internal calls.</li> </ul>
callback_result	This parameter is available when querying <b>Queue Callback Activity</b> report.	No	String	<p>Queue callback result.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>success</code></li> <li>• <code>fail</code></li> </ul>
reason	This parameter is available when querying <b>Agent Pause Activity</b> report.	No	String	<p>The reason why an agent switched status to pause.</p> <p><b>Valid value:</b> The pause reasons set on PBX web portal (Path: <b>Call Features &gt; Queue &gt; Pause Reason</b>).</p>

**Table 305. (continued)**


Parameter	Available	Required	Type	Description
communication_type	<p>This parameter is available when querying the following types of reports:</p> <ul style="list-style-type: none"> <li>• <b>Extension Call Statistics</b></li> <li>• <b>Extension Call Activity</b></li> <li>• <b>PBX Call Activity</b></li> <li>• <b>DID/Outbound Caller ID Activity</b></li> </ul>	No	String	<p>Communication type.</p> <div>  <b>Note:</b>            If this parameter is omitted, the system will query all the communication types.         </div> <p><b>Valid value for extension related reports:</b></p> <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> <li>• Internal</li> </ul> <p><b>Valid value for trunk related reports:</b></p> <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Outbound</li> </ul>

## Response parameters

**Table 306.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
file	String	The call report file.


**Table 306. (continued)**

Parameter	Type	Description
download_resource_url	String	The call report download URL.
 <b>Note:</b> 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=MB1Ok1Par5hnDfhi4srZa8FrZ4znFSzr HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
```

### 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 you get the download URL of the call report, you need to combine it with the `{base_url}` to compose a download request, and then send the request to download the call report.

### Download link format

```
GET {base_url}/{download_resource_url}?access_token={access_token}
```

### Download link example

```
GET
https://yeastardocs.example.yeostarcloud.com/
api/download/QueueSatisfaction-x.7.0.7-download-20220608094753-ejP6Z6htIfhs
CQbP.csv?access_token=MB1Ok1Par5hnDfhi4srZa8FrZ4znFSzr HTTP/1.1
```

## 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

Table 307.

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. <b>Valid value:</b> <ul style="list-style-type: none"><li>id</li><li>name</li></ul>
order_by	No	String	Define the display order. <b>Valid value:</b>




**Table 307. (continued)**

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>asc</code>: Ascending order.</li> <li>• <code>desc</code>: Descending order.</li> </ul>

## Response parameters

**Table 308.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
total_number	Integer	The total number of scheduled reports.
data	Array< <a href="#">scheduled_reports</a> >	The information of the scheduled reports.

## scheduled\_reports

**Table 309.**

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: yeastardocs.example.yeastarcloud.com
```

## 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 recording file

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	Required	Type	Description
id	Yes	Integer	<p>The unique ID of the scheduled call report.</p> <div>  <b>Note:</b>            You can query the call report's ID using <a href="#">Query Scheduled Call Report List</a>.         </div>

### Response parameters

**Table 310.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> </ul>

**Table 310. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
file	String	The scheduled call report.
download_resource_url	String	The scheduled call report download URL. <div>  <b>Note:</b>            The download URL is only valid for 30 minutes.         </div>

## Examples

### Request Example

```
GET /
openapi/v1.0/call_schedule_report/download?id=5&access_token=FZCqUJucsaaUYi
kWHJA7sCEBjo0z8k5C HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

### 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 you get the download URL of the scheduled call report, you need to combine the download URL with the `{base_url}` to compose a download request, and then send the request to download the scheduled call report.

### Download link format

```
GET {base_url}/{download_resource_url}?access_token={access_token}
```

### Download link example

```
GET
https://yeastardocs.example.yeostarcloud.com/
api/download/Support.csv?access_token=WQMR0cuirhX264oZMa9pV03T9li924NS
HTTP/1.1
```

## Hotel

## Query Alarm List

Query the alarm list.

### Request URL

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

### Request parameters

**Table 311.**


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 312.**

Parameter	Type	Description
errcode	Integer	Returned error code.

**Table 312. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
data	Array <a href="#">&lt;Wakeup_Info&gt;</a>	Alarm list.

## Wakeup\_Info

**Table 313.**

Parameter	Type	Description
ext_id	Integer	The unique ID of an extension.
wakeup_call	Array <a href="#">&lt;Extension_Wakeup&gt;</a>	The alarm information of the extension.

## Extension\_Wakeup

**Table 314.**

Parameter	Type	Description
id	Integer	The unique ID of an alarm.
alarm_time	String	Alarm time.
repeat_type	String	How often will the alarm be repeated.
number_of_snoozes	Integer	How many times will the alarm be repeated.
snooze_duration	String	The interval in minutes between each repeat.
alarm_prompt	String	The name of alarm prompt.

## Examples

### Request example

```
GET /
openapi/v1.0/wakeupcall/list?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": [
    {
      "ext_id": 39,
      "wakeup_call": [
        {
          "id": 19,
          "alarm_time": "09:30",
          "repeat_type": "never",
          "number_of_snoozes": 3,
          "snooze_duration": 5,
          "alarm_prompt": "alarm_prompt"
        },
        {
          "id": 21,
          "alarm_time": "07:00",
          "repeat_type": "never",
          "number_of_snoozes": 2,
          "snooze_duration": 1,
          "alarm_prompt": "alarm_prompt"
        }
      ]
    },
    {
      "ext_id": 223,
      "wakeup_call": [
        {
          "id": 20,
          "alarm_time": "07:00",
          "repeat_type": "never",
```

```
        "number_of_snoozes": 2,
        "snooze_duration": 1,
        "alarm_prompt": "alarm_prompt"
    }
]
}
```

## 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 315.

Parameter	Required	Type	Description
ext_id	Yes	Integer	The unique ID of an extension. <div> <b>Note:</b> You can query extension's ID using <a href="#">Search Specific Extensions</a>.</div>

### Response parameters

Table 316.

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>• 0: Succeed.</li><li>• Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>



**Table 316. (continued)**

Parameter	Type	Description
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>
data	Array <a href="#">&lt;Wakeup_Info&gt;</a>	Alarm list.

## Wakeup\_Info

**Table 317.**

Parameter	Type	Description
ext_id	Integer	The unique ID of the extension.
wakeup_call	Array <a href="#">&lt;Extension_Wakeup&gt;</a>	The alarm information of the extension.

## Extension\_Wakeup

**Table 318.**

Parameter	Type	Description
id	Integer	The unique ID of an alarm.
alarm_time	String	Alarm time.
repeat_type	String	How often will the alarm be repeated.
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.

## Examples

### Request example

```
GET /
openapi/v1.0/wakeupcall/get?ext_id=39&access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco HTTP/1.1
```

```
Host: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
```

## Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": {
    "ext_id": 39,
    "wakeup_call": [
      {
        "id": 19,
        "alarm_time": "09:30",
        "repeat_type": "never",
        "number_of_snoozes": 3,
        "snooze_duration": 5,
        "alarm_prompt": "alarm_prompt"
      },
      {
        "id": 21,
        "alarm_time": "07:00",
        "repeat_type": "never",
        "number_of_snoozes": 2,
        "snooze_duration": 1,
        "alarm_prompt": "alarm_prompt"
      }
    ]
  }
}
```

## 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 319.**

Parameter	Required	Type	Description
ext_id	Yes	String	<p>The unique IDs of multiple extensions.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>You can query extension's ID using <a href="#">Search Specific Extensions</a>.</li> <li>Use a comma to separate multiple IDs.</li> </ul> </div>

## Response parameters

**Table 320.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> <p>You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</p> </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
data	Array <a href="#">&lt;Wakeup_Info&gt;</a>	Alarm list.

## Wakeup\_Info

**Table 321.**

Parameter	Type	Description
ext_id	Integer	The unique ID of an extension.
wakeup_call	Array <a href="#">&lt;Extens</a>	Alarm information of the extension.

**Table 321. (continued)**

Parameter	Type	Description
	<a href="#">ion_Wakeup&gt;</a>	

## Extension\_Wakeup

**Table 322.**

Parameter	Type	Description
id	Integer	The unique ID of an alarm.
alarm_time	String	Alarm time.
repeat_type	String	How often will the alarm be repeated.
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.

## Examples

### Request example

```
GET /
openapi/v1.0/wakeupcall/query?ext_id=39,223&access_token=ojPrvnfzPdwc8OCcRm
hG16gEHuZcwFco HTTP/1.1
```

```
Host: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
```

### Response example

```
HTTP/1.1 200 OK
{
  "errcode": 0,
  "errmsg": "SUCCESS",
  "data": [
    {
      "ext_id": 39,
      "wakeup_call": [
        {
          "id": 19,
          "alarm_time": "09:30",
```

```

        "repeat_type": "never",
        "number_of_snoozes": 3,
        "snooze_duration": 5,
        "alarm_prompt": "alarm_prompt"
    },
    {
        "id": 21,
        "alarm_time": "07:00",
        "repeat_type": "never",
        "number_of_snoozes": 2,
        "snooze_duration": 1,
        "alarm_prompt": "alarm_prompt"
    }
]
},
{
    "ext_id": 223,
    "wakeup_call": [
        {
            "id": 20,
            "alarm_time": "07:00",
            "repeat_type": "never",
            "number_of_snoozes": 2,
            "snooze_duration": 1,
            "alarm_prompt": "alarm_prompt"
        }
    ]
}
]
}

```

## 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 323.**


Parameter	Required	Type	Description
ext_id	Yes	Integer	<p>The unique ID of an extension.</p> <div>  <b>Note:</b>            You can query extension's ID using <a href="#">Search Specific Extensions</a>.         </div>
alarm_time	Yes	String	The alarm time in 24-hour clock format. For example: 07:30.
repeat_type	No	String	<p>How often will the alarm be repeated.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>never</code> (default)</li> <li>• <code>every_monday</code></li> <li>• <code>every_tuesday</code></li> <li>• <code>every_wednesday</code></li> <li>• <code>every_thursday</code></li> <li>• <code>every_friday</code></li> <li>• <code>every_saturday</code></li> <li>• <code>every_sunday</code></li> </ul> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• Use a comma to separate multiple types.</li> <li>• If <code>repeat_type</code> is set to <code>never</code>, PBX will delete the alarm after the alarm has been repeated for the designated repeat times.</li> </ul> </div>
number_of_snoozes	No	Integer	<p>How many times will the alarm be repeated.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0 (default)</li> <li>• 1</li> <li>• 2</li> <li>• 3</li> </ul>

**Table 323. (continued)**

Parameter	Required	Type	Description
snooze_duration	No	Integer	The interval in minutes between each repeat. <b>Default value:</b> 10
alarm_prompt	No	String	The name of alarm prompt.  <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>If you don't set the parameter, the system will play the Music on Hold (MoH).</li> <li>This must be a custom prompt. You can obtain the custom prompt name on PBX web portal (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</li> </ul> </div>

## Response parameters

**Table 324.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
{
  "ext_id":39,
  "alarm_time":"07:00",

  "repeat_type":"every_monday,every_tuesday,every_wednesday,every_thursday,e
very_friday",
  "number_of_snoozes":3,
  "snooze_duration":5,
  "alarm_prompt":"alarm_prompt"
}
```

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 325.


Parameter	Requ ired	Type	Description
id	Yes	Integer	The unique ID of an alarm.
 <b>Note:</b>			



**Table 325. (continued)**


Parameter	Required	Type	Description
			 You can query alarm's ID using <a href="#">Query Alarm List</a> .
alarm_time	No	String	The alarm time in 24-hour clock format. For example: 07:30.
repeat_type	No	String	<p>How often will the alarm be repeated.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• never (default)</li> <li>• every_monday</li> <li>• every_tuesday</li> <li>• every_wednesday</li> <li>• every_thursday</li> <li>• every_friday</li> <li>• every_saturday</li> <li>• every_sunday</li> </ul> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• Use a comma to separate multiple types.</li> <li>• If repeat_type is set to never, PBX will delete the alarm after the alarm has been repeated for the designated repeat times.</li> </ul>
number_of_snoozes	No	Integer	<p>How many times will the alarm be repeated.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• 0 (default)</li> <li>• 1</li> <li>• 2</li> <li>• 3</li> </ul>
snooze_duration	No	Integer	The interval in minutes between each repeat.
alarm_prompt	No	String	<p>The name of alarm prompt.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• If you don't set the parameter, the system will play the Music on Hold (MoH).</li> <li>• This must be a custom prompt. You can obtain the custom prompt name on PBX</li> </ul>

**Table 325. (continued)**

Parameter	Required	Type	Description
			 web portal (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b> ).

## Response parameters

**Table 326.**

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
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 327.**

Parameter	Required	Type	Description
ext_id	Yes	Integer	<p>The unique ID of an extension.</p> <div>  <b>Note:</b>            You can query extension's ID using <a href="#">Search Specific Extensions</a>.         </div>
wakeup_call_id	No	Integer	<p>The unique ID of an alarm.</p> <ul style="list-style-type: none"> <li>• <b>Delete an alarm:</b> Enter the alarm ID.</li> <li>• <b>Delete multiple alarms:</b> Enter multiple IDs, use comma to separate multiple IDs.</li> <li>• <b>Delete all alarms:</b> Do not send <code>wakeup_call_id</code> parameter.</li> </ul> <div>  <b>Note:</b>            You can query alarm's ID using <a href="#">Query Alarm List</a>.         </div>

## Response parameters

**Table 328.**

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## Examples

### Request example

```
GET /
openapi/v1.0/wakeupcall/delete?ext_id=223&wakeup_call_id=15&access_token=oj
PrvnfzPdwc8OCcRmhG16gEHuZcwFco HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
```

### 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:

- Empty the extension's voicemail box.
- Delete the extension's outbound route permissions.
- Delete the extension's alarm.
- Reset the extension's Last Name, First Name, Email Address, Mobile Number, User Password, and Presence.

## Request URL

```
POST {base\_url}/{api\_path}/hotel/checkout?access_token={access\_token}
```

## Request parameters

**Table 329.**

Parameter	Required	Type	Description
ext_id	Yes	Integer	The unique ID of an extension.  <div> <b>Note:</b>            You can query extension's ID using <a href="#">Search Specific Extensions</a>.         </div>

## Response parameters

**Table 330.**

Parameter	Type	Description
errcode	Integer	Returned error code.  <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div> <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message.

**Table 330. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>

## Examples

### Request example

```
POST /
openapi/v1.0/hotel/checkout?access_token=ojPrvnfzPdwc8OCcRmhG16gEHuZcwFco
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
{
  "ext_id": 39
}
```

### 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

**Table 331.**

Parameter	Required	Type	Description
call_id	Yes	String	The unique ID of each call.  <div>  <b>Note:</b>            You can obtain the call ID in the <a href="#">(30011) Call Status Changed</a> event.         </div>

## Query calls by communication type

**Table 332.**


Parameter	Required	Type	Description
type	Yes	String	Communication type. <b>Valid value:</b> <ul style="list-style-type: none"> <li><code>inbound</code>: Query the information of inbound calls.</li> <li><code>outbound</code>: Query the information of outbound calls.</li> <li><code>internal</code>: Query the information of internal calls.</li> </ul>

## Query calls by extension number

**Table 333.**

Parameter	Required	Type	Description
number	Yes	String	Extension number.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>

Parameter	Type	Description
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>
data	Array< <a href="#">Call_Info</a> >	The detailed information of the calls.

## Call\_Info

**Table 334.**

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.

## Members

**Table 335.**

Parameter	Type	Description
extension	Object< <a href="#">Extension_Info</a> >	The information of the extensions.
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.
outbound	Object< <a href="#">Outbound_Info</a> >	The information of the outbound calls.


## Extension\_Info

**Table 336.**

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. <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiates the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> </ul>



**Table 336. (continued)**


Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.             For example, a caller calls to IVR (6400), and dials extension number 2000, then the <code>call_path</code> will return "6400".         </div>

## Inbound\_Info

**Table 337.**

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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiates the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> </ul>

**Table 337. (continued)**


Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.             For example, a caller calls to IVR (6400), and dials extension number 2000, then the <code>call_path</code> will return "6400".         </div>

## Outbound\_Info

**Table 338.**

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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiates the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> </ul>

**Table 338. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.             For example, a caller calls to IVR (6400), and dials extension number 2000, then the <code>call_path</code> will return "6400".         </div>

## 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: yeastardocs.example.yeastarcloud.com
```

### 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

**Table 339.**

Caller	Callee
Extension	<ul style="list-style-type: none"> <li>• Extension number</li> <li>• IVR number</li> <li>• Ring Group number</li> <li>• Queue number</li> <li>• Paging Group number</li> <li>• Conference number</li> <li>• External number</li> </ul>
IVR	<ul style="list-style-type: none"> <li>• External number</li> </ul>
Ring Group	<ul style="list-style-type: none"> <li>• External number</li> </ul>
Queue	<ul style="list-style-type: none"> <li>• External number</li> </ul>

**Table 339. (continued)**

Caller	Callee
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 Failed](#) 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 Failed](#) 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

Parameter	Required	Type	Description
			 permission, you should enter an extension number that has the outbound call permission.
auto_answer	No	String	<p>If <code>caller</code> is an extension number, you can decide whether to auto answer the call to callee.</p> <div>  <b>Note:</b>  This setting only takes effect on the IP phones that support auto answer feature. </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>yes</code></li> <li>• <code>no</code> (Default)</li> </ul>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>  You can check the error code and error message in <a href="#">Error Code and Error Message</a>. </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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 [\(30016\) Inbound Call Invitation](#) 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 Cloud Edition API](#).


## Request URL

```
POST {base_url}/{api_path}/call/accept_inbound?access_token={access_token}
```


## Request parameters

**Table 340.**

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 [\(30016\) Inbound Call Invitation](#) event.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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 [\(30016\) Inbound Call Invitation](#) 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 [For more information, see Enable Yeastar P-Series Cloud Edition 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. <div>  <b>Note:</b>              You can obtain the call channel ID in the <a href="#">(30016) Inbound Call Invitation</a> event.           </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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.

Parameter	Required	Type	Description
			 <b>Note:</b> You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.
type	Yes	String	Monitor mode.  <b>Valid value:</b> <ul style="list-style-type: none"> <li>• <code>listen</code></li> <li>• <code>whisper</code></li> <li>• <code>barge</code></li> </ul>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
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: yeastardocs.example.yeostarcloud.com
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	<p>The call channel ID of the member that wants to hold the call.</p> <div>  <b>Note:</b> You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event. </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> </div>

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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. <div>  <b>Note:</b>              You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.           </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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. <div> <b>Note:</b> You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.</div>

### Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"><li>0: Succeed.</li><li>Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	Returned message. <ul style="list-style-type: none"><li>SUCCESS: Succeed.</li><li>FAILURE: Failed.</li></ul>



Parameter	Type	Description
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=PMi3lHDlPe4nczkWl5KlBSbhH8oPk48v
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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.  <div>  <b>Note:</b>            You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.         </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"><li>• 0: Succeed.</li><li>• Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"><li>• <code>SUCCESS</code>: Succeed.</li><li>• <code>FAILURE</code>: Failed.</li></ul>
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=PMi3lHD1Pe4nczkWl5KlBSbhH8oPk48v HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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.   <b>Note:</b> You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.
parking_slot	No	String	Specify a parking slot number to park the call.   <b>Note:</b> 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.  <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul>  <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message.  <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
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=5PqRn8K4vQdOjCallu0ppX6ZwREXicCW
HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
data	Array< <a href="#">ParkInfo</a> >	The information for parked calls.

## ParkInfos

**Table 341.**

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: yeastardocs.example.yeastarcloud.com
```

## 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"
    }
  ]
}
```

## 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	<p>Call transfer type.</p> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li>• <code>blind</code>: Blind transfer.</li> <li>• <code>attended</code>: Attended transfer.</li> </ul>
channel_id	Yes	String	<p>The call channel ID of each member during the call.</p> <div>  <b>Note:</b>            You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.         </div> <ul style="list-style-type: none"> <li>• For <b>blind transfer</b>, 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.</li> <li>• For <b>attended transfer</b>, 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.</li> </ul>
number	No	String	<p>The target number to which the call will be transferred.</p> <div>  <b>Note:</b>            This parameter is required when performing blind transfer, and initiating an attended transfer call.         </div>

Parameter	Required	Type	Description
dial_permission	No	String	<p>Enter the extension number of the transferor.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>This parameter is <b>REQUIRED</b> when performing blind transfer and initiating an attended transfer call.</li> <li>Make sure the extension has the desired dial permission. <ul style="list-style-type: none"> <li>If the <code>number</code> is an extension number, and you want the API interface to follow the extension visibility permission set by <b>Client Permission</b> on the PBX, you must enter an extension number that can view the <code>number</code>.</li> <li>If the <code>number</code> 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.</li> </ul> </li> </ul> </div>
attended_operate	No	String	<p>The operation of attended transfer.</p> <div>  <b>Note:</b> <p>This parameter is required when operate the established attended transfer call.</p> </div> <p><b>Valid value:</b></p> <ul style="list-style-type: none"> <li><code>abort</code>: Cancel the call transfer.</li> <li><code>complete</code>: Confirm the call transfer.</li> <li><code>threeway</code>: Invite the third-party to join the call.</li> <li><code>swap</code>: Swap the call between the second-party and the third-party.</li> </ul> <p>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.</p>



## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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: yeastardocs.example.yeastarcloud.com
Content-Type: application/json
{
  "type": "attended",
  "channel_id": "PJSIP/2005-000000a6",
  "number": "5503301"
}
```

Step 2. Confirm the attended transfer.

```
POST /openapi/v1.0/
call/transfer?access_token=LqTflGXS6TTTTMQBfaFQo1GybUv2d9wI HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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	<p>The call channel ID of the member that wants to invite another member.</p> <div>  <b>Note:</b>            You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.         </div>
number	Yes	String	<p>The number of the invited party.</p> <div>  <b>Note:</b>            Only one member can be invited every time the API interface is called.         </div>
dial_permission	No	String	<p>Enter an extension number that has the desired dial permission.</p> <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>• If the <code>number</code> is an extension number, and you want the API interface to follow the extension visibility permission set by <b>Client Permission</b> on the PBX, you must enter an extension number that can view the <code>number</code>.</li> <li>• If the <code>number</code> is an external number, and the member that initiates the invitation has no outbound call permission, you should</li> </ul> </div>

Parameter	Required	Type	Description
			 enter an extension number that has the outbound call permission.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>  You can check the error code and error message in <a href="#">Error Code and Error Message</a>. </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>
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=it5jNGS42RRbsr0dRz18dDN2cZtcYTz HTTP/1.1

Host: yeastardocs.example.yeostarcloud.com
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/inter-com 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. <div>  <b>Note:</b> <ul style="list-style-type: none"> <li>Only supports to play the audio files in the <b>Custom Prompt</b>.</li> <li>Use a comma to separate multiple audio files.</li> </ul> <p>Example:</p> <pre>["test_prompt1", "test_prompt2"]</pre> </div>
count	No	Integer	The frequency of playing audio files.
dial_permission	No	String	If the <code>number</code> 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. <div>  <b>Note:</b> <p>This setting only takes effect on the IP phones that support auto answer feature.</p> </div> <p><b>Valid value:</b></p>

Parameter	Required	Type	Description
			<ul style="list-style-type: none"> <li>• <code>yes</code></li> <li>• <code>no</code> (Default)</li> </ul>
volume	No	Integer	The playback volume. <b>Valid value:</b> 0-20

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>

## Examples

### Request example

Play audio prompts to extension 2000.

```
POST /openapi/v1.0/
call/play_prompt?access_token=X8Mjlm9aQvyOnnSAbGJWtrOFmGpkz046 HTTP/1.1

Host: yeastardocs.example.yeastarcloud.com
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"
}
```



## 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	<p>The call channel ID of the member to be hung up.</p> <div>  <b>Note:</b> You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event. </div>
paging_number	No	String	<p>The paging number to be hung up.</p> <div>  <b>Note:</b> This parameter is required when the third-party application wants to hang up a paging call or an intercom call. </div>

### Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b> </div>

Parameter	Type	Description
		 You can check the error code and error message in <a href="#">Error Code and Error Message</a> .
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• <code>SUCCESS</code>: Succeed.</li> <li>• <code>FAILURE</code>: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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. <div>  <b>Note:</b>              You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.           </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li><code>SUCCESS</code>: Succeed.</li> <li><code>FAILURE</code>: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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	<p>The call channel ID of the member that want to pause the call recording.</p> <div>  <b>Note:</b>            You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.         </div>

## Response parameters

Parameter	Type	Description
errcode	Integer	<p>Returned error code.</p> <ul style="list-style-type: none"> <li>0: Succeed.</li> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>FAILURE:</b> Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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.
 <b>Note:</b>			

Parameter	Required	Type	Description
			 You can obtain the call channel ID in the <a href="#">(30011) Call Status Changed</a> event.

## Response parameters

Parameter	Type	Description
errcode	Integer	Returned error code. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>• SUCCESS: Succeed.</li> <li>• FAILURE: Failed.</li> </ul>
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: yeastardocs.example.yeastarcloud.com
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 Cloud Edition 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. <div>  <b>Note:</b>              You can obtain the call ID of a uaCSTA call from <a href="#">(30020) uaCSTA Call</a> event.           </div>
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	<p>Returned error code.</p> <ul style="list-style-type: none"><li>• 0: Succeed.</li><li>• Non-zero value: Failed.</li></ul> <div> <b>Note:</b> You can check the error code and error message in <a href="#">Error Code and Error Message</a>.</div>
errmsg	String	<p>Returned message.</p> <ul style="list-style-type: none"><li>• SUCCESS: Succeed.</li><li>• FAILURE: Failed.</li></ul>

## 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: yeastardocs.example.yeostarcloud.com
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 Cloud Edition 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. <div>  <b>Note:</b>              You can obtain the call ID of a uaCSTA call from <a href="#">(30020) uaCSTA Call</a> event.           </div>
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. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> </ul>

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>            You can check the error code and error message in <a href="#">Error Code and Error Message</a>.         </div>
errmsg	String	Returned message. <ul style="list-style-type: none"> <li>SUCCESS: Succeed.</li> <li>FAILURE: Failed.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
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 Cloud Edition 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. <div>  <b>Note:</b>              You can obtain the call ID of a uaCSTA call from <a href="#">(30020) uaCSTA Call</a> event.           </div>
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. <ul style="list-style-type: none"> <li>• 0: Succeed.</li> <li>• Non-zero value: Failed.</li> </ul> <div>  <b>Note:</b>              You can check the error code and error message in <a href="#">Error Code and Error Message</a>.           </div>
errmsg	String	Returned message.

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>SUCCESS</b>: Succeed.</li> <li>• <b>FAILURE</b>: Failed.</li> </ul>

## 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: yeastardocs.example.yeastarcloud.com
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 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.

Parameter	Type	Description
msg	Object< <a href="#">Org_Info</a> >	The current status of the organization feature.

## Org\_Info

Parameter	Type	Description
org_status	Integer	The feature status organization. <ul style="list-style-type: none"> <li>0: Disabled.</li> <li>1: Enabled.</li> </ul>
show_root_org	String	The feature status of <b>show root organization</b> . <ul style="list-style-type: none"> <li>0: Hide the root organization.</li> <li>1: Show the root organization.</li> </ul>
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](#)

## (30006) Organization Configuration 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< <a href="#">Org_Config</a> >	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. <ul style="list-style-type: none"> <li>• <code>create</code>: A new organization has been created.</li> <li>• <code>update</code>: The organization has been edited.</li> <li>• <code>delete</code>: The organization is deleted.</li> <li>• <code>update_order</code>: The order of the organization has been changed.</li> <li>• <code>update_extension</code>: The extensions in the organization have been changed.</li> </ul>
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](#)

## (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 Cloud Edition API](#).

### Report parameters

**Table 342.**

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Ext_RegInfo</a> >	The detailed information of the extension registration status.

### Ext\_RegInfo

**Table 343.**

Parameter	Type	Description
extension	String	Extension number.
kind	String	<p>The endpoint where the extension is registered.</p> <ul style="list-style-type: none"> <li>• <code>Sip</code>: SIP endpoint, including IP phone, softphone, etc.</li> <li>• <code>Mobile</code>: Linkus Mobile Client.</li> <li>• <code>Desktop</code>: Linkus Desktop Client.</li> <li>• <code>Web</code>: Linkus Web Client.</li> <li>• <code>Pad</code>: Linkus Pad Client (SDK).</li> </ul>
status	String	<p>The registration status of the extension.</p> <ul style="list-style-type: none"> <li>• <code>Registered</code>: The extension is registered/logged in.</li> <li>• <code>Unregistered</code>: The extension is unregistered/logged out.</li> </ul>

**Table 343. (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](#)

## (30008) Extension Call Status 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 Cloud Edition API](#).

## Report parameters

**Table 344.**

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Ext_CallStatus</a> >	The change information of extension call status.

### Ext\_CallStatus

**Table 345.**

Parameter	Type	Description
extension	String	Extension number.
status	String	<p>The current call status of extension.</p> <ul style="list-style-type: none"> <li>• <b>Ringing</b>: The extension receives an incoming call and is in the ringing state.</li> <li>• <b>Busy</b>: The extension is placing a call or talking in a call.</li> <li>• <b>Idle</b>: The extension is in idle state.</li> </ul>

## Report examples

Extension 2002 is ringing.

```
{
  "type": 30008,
  "sn": "3631A2124XXX",
  "msg": "{ \"extension\": \"2002\", \"status\": \"Ringing\" }"
}
```

### Related information

[Monitor Events via WebSocket](#)

## (30009) Extension Presence Status 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 Cloud Edition API](#).

## Report parameters

**Table 346.**

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Ext_Presence</a> >	The current presence status of the extension.

### Ext\_Presence

**Table 347.**

Parameter	Type	Description
extension	String	Extension number.
status	String	<p>The current presence status of extension.</p> <ul style="list-style-type: none"> <li>• <code>available</code>: Available.</li> <li>• <code>away</code>: Away.</li> <li>• <code>business_trip</code>: Business Trip</li> <li>• <code>do_not_disturb</code>: Do Not Disturb (DND).</li> <li>• <code>lunch</code>: Lunch Break.</li> <li>• <code>off_work</code>: Off Work.</li> </ul>

## 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](#)



## (30010) Trunk Registration Status Changed

When the trunk registration status is changed, the PBX will send an event report to the third-party application.

### Report parameters

**Table 348.**

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Trunk_RegInfo</a> >	The detailed information of the trunk registration status.

### Trunk\_RegInfo

**Table 349.**

Parameter	Type	Description
trunk_name	String	Trunk name.
kind	String	Trunk type.  • <code>PJSIP</code> : SIP trunk.
status	Integer	<a href="#">Trunk status</a> .
registered_ip	String	The IP address and port where the trunk is registered to.

### Trunk status

**Table 350.**

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.
41	SIP register trunk registration failed.

**Table 350. (continued)**

Status	Description
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](#)

## (30011) Call Status 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 Cloud Edition API](#).

## Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Call_Info</a> >	The detailed information of the calls.

## Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.


## Members

**Table 351.**

Parameter	Type	Description
extension	Object< <a href="#">Extension_Info</a> >	The information of the extensions.
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.
outbound	Object< <a href="#">Outbound_Info</a> >	The information of the outbound calls.


## Extension\_Info

**Table 352.**

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## Inbound\_Info

**Table 353.**



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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## Outbound\_Info

**Table 354.**

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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiates the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> </ul>

**Table 354. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>EARLYMEDIA</b>: The callee is in the ringing state.</li> </ul> <div>  <b>Note:</b>            The PBX returns this call status when it receives a 183 message from the callee.         </div> <ul style="list-style-type: none"> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	The call path that indicates how the call is established. <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## 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](#)

## (30012) New CDR

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.
msg	Object< <a href="#">Call_Details</a> >	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.

Parameter	Type	Description
dst_trunk_name	String	The call was sent out via which trunk.
pin_code	String	Trunk pin code.
status	String	Call status. <ul style="list-style-type: none"> <li>• <b>ANSWERD</b>: The callee answered the call.</li> <li>• <b>NO ANSWER</b>: The callee didn't answer the call.</li> <li>• <b>BUSY</b>: The callee number is in busy state.</li> <li>• <b>VOICEMAIL</b>: The callee didn't answer the call, and received a new voicemail.</li> </ul>
type	String	Call type. <ul style="list-style-type: none"> <li>• <b>internal</b>: Internal call.</li> <li>• <b>inbound</b>: Inbound call.</li> <li>• <b>outbound</b>: Outbound call.</li> </ul>
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 before the agent answers the incoming call. ( <b>Unit</b> : Second)

## 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
  }
}

```

## Related information

[Monitor Events via WebSocket](#)

## (30013) Call Transfer

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< <a href="#">Call_Info</a> >	The detailed information of the calls.

## Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.

## Members


**Table 355.**

Parameter	Type	Description
extension	Object< <a href="#">Extension_Info</a> >	The information of the extensions.
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.
outbound	Object< <a href="#">Outbound_Info</a> >	The information of the outbound calls.

## Extension\_Info



**Table 356.**


Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## Inbound\_Info

**Table 357.**


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_statuses	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> </ul>

**Table 357. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## Outbound\_Info

**Table 358.**

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_statuses	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## 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](#)

## (30014) Call Forward

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< <a href="#">Call_Info</a> >	The detailed information of the calls.

### Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.

### Members

**Table 359.**


Parameter	Type	Description
extension	Object< <a href="#">Extension_Info</a> >	The information of the extensions.
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.
outbound	Object< <a href="#">Outbound_Info</a> >	The information of the outbound calls.

### Extension\_Info

**Table 360.**


Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	The call path that indicates how the call is established.

**Table 360. (continued)**

Parameter	Type	Description
		 <b>Note:</b> This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.

## Inbound\_Info

**Table 361.**


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. <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	The call path that indicates how the call is established.   <b>Note:</b> This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.

## Outbound\_Info

**Table 362.**

Parameter	Type	Description
from	String	The caller number.

**Table 362. (continued)**

Parameter	Type	Description
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_statuses	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## 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](#)

## (30015) Call Failed

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 <a href="#">&lt;Call_Info&gt;</a>	The detailed information of the calls.

## Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
reason	String	<p>Call failure reason.</p> <ul style="list-style-type: none"> <li>• <code>NO Dial Permission</code>: The extension/organization has no dial permission.</li> <li>• <code>NO Outbound Restrictin</code>: The extension has no outbound call permission.</li> <li>• <code>Circuit/channel congestion</code>: Engaged. The channel is in use.</li> <li>• <code>DND</code>: The callee enabled DND.</li> <li>• <code>Line Unreachable</code>: The external line is unreachable.</li> <li>• <code>User Busy</code>: The callee declined the call.</li> <li>• <code>410 Gone</code>: Away.</li> <li>• <code>404 NOT found</code>: The callee number is not found.</li> <li>• <code>408 Request Time</code>: The call is not answered or the callee powers off.</li> <li>• <code>480 Temporatily Unavailable</code>: The call is not answered.</li> <li>• <code>484 Address incomplete</code>: Incorrect format of callee number.</li> <li>• <code>486 Busy here</code>: The callee is busy in a call.</li> <li>• <code>603 Declined</code>: The call is timed out.</li> </ul>
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.

## Members


**Table 363.**

Parameter	Type	Description
extension	Object< <a href="#">ExtensionInfo</a> >	The information of the extensions.
inbound	Object< <a href="#">InboundInfo</a> >	The information of the inbound calls.
outbound	Object< <a href="#">OutboundInfo</a> >	The information of the outbound calls.

## ExtensionInfo



**Table 364.**


Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each members during the call.
member_status	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## InboundInfo

**Table 365.**


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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> </ul>

**Table 365. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## OutboundInfo

**Table 366.**

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_statuses	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## 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](#)

## (30016) Inbound Call Invitation

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 Cloud Edition API](#).

## Report parameters

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Call_Info</a> >	The detailed information of the calls.

### Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.

### Members

**Table 367.**

Parameter	Type	Description
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.

### Inbound\_Info

**Table 368.**

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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> </ul>

**Table 368. (continued)**

Parameter	Type	Description
		<ul style="list-style-type: none"> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>

## 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](#)


## (30017) DTMF

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< <a href="#">Call_Info</a> >	The detailed information of the calls.

### Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.
info	String	A DTMF character.
flag	Integer	The sequence of DTMF.  <div>  <b>Note:</b>  <code>flag</code> starts from digit 0. 0 indicates the first DTMF; 1 indicates the second DTMF, and so forth. </div>
infos	String	A DTMF string.

### Members

**Table 369.**


Parameter	Type	Description
extension	Object< <a href="#">Extension_Info</a> >	The information of the extensions.
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.
outbound	Object< <a href="#">Outbound_Info</a> >	The information of the outbound calls.

### Extension\_Info

**Table 370.**

Parameter	Type	Description
number	String	Extension number.

**Table 370. (continued)**


Parameter	Type	Description
channel_id	String	The call channel ID of each member during the call.
member_statuses	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## Inbound\_Info

**Table 371.**


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_statuses	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>

**Table 371. (continued)**

Parameter	Type	Description
call_path	String	The call path that indicates how the call is established.  <div>  <b>Note:</b>  This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference. </div>

## Outbound\_Info

**Table 372.**

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. <ul style="list-style-type: none"> <li>• <b>ALERT:</b> The caller who initiate the call is in the ringback state.</li> <li>• <b>RING:</b> The callee is in the ringing state.</li> <li>• <b>ANSWERED:</b> The call initiated by the caller has been answered.</li> <li>• <b>ANSWER:</b> The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD:</b> The call is held.</li> <li>• <b>BYE:</b> The call is hung up.</li> </ul>
call_path	String	The call path that indicates how the call is established.  <div>  <b>Note:</b>  This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference. </div>

## 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": "139000000002",
        "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](#)

## (30018) Play Prompt End

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 <a href="#">&lt;Call_Info&gt;</a>	The detailed information of the calls.

## Call\_Info

Parameter	Type	Description
call_id	String	The unique ID of each call.
members	Array< <a href="#">Members</a> >	A list of information for different types of members during the call.
prompt	String	The file name of the audio prompt.

## Members

**Table 373.**

Parameter	Type	Description
extension	Object< <a href="#">Extension_Info</a> >	The information of the extensions.
inbound	Object< <a href="#">Inbound_Info</a> >	The information of the inbound calls.
outbound	Object< <a href="#">Outbound_Info</a> >	The information of the outbound calls.

## Extension\_Info


**Table 374.**

Parameter	Type	Description
number	String	Extension number.
channel_id	String	The call channel ID of each member during the call.
member_status	String	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	The call path that indicates how the call is established.




**Note:**

**Table 374. (continued)**

Parameter	Type	Description
		 This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.

## Inbound\_Info

**Table 375.**


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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p>  <b>Note:</b> This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.

## Outbound\_Info

**Table 376.**

Parameter	Type	Description
from	String	The caller number.
to	String	The callee number.

**Table 376. (continued)**

Parameter	Type	Description
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	<p>The current call status of the member.</p> <ul style="list-style-type: none"> <li>• <b>ALERT</b>: The caller who initiate the call is in the ringback state.</li> <li>• <b>RING</b>: The callee is in the ringing state.</li> <li>• <b>ANSWERED</b>: The call initiated by the caller has been answered.</li> <li>• <b>ANSWER</b>: The callee has answered the call, and is in the talking state.</li> <li>• <b>HOLD</b>: The call is held.</li> <li>• <b>BYE</b>: The call is hung up.</li> </ul>
call_path	String	<p>The call path that indicates how the call is established.</p> <div>  <b>Note:</b>            This parameter returns the call path when the call passes through IVR, Queue, Ring Group, Paging/Intercom or Conference.         </div>

## 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](#)

## (30019) Satisfaction

After the caller press DTMF digits for satisfaction survey, the PBX will send an event report to the third-party application.

## Report parameters

**Table 377.**

Parameter	Type	Description
type	Integer	Event ID.
sn	String	The PBX's serial number.
msg	Object< <a href="#">Survey_Info</a> >	The detailed information of satisfaction survey.

## Survey\_Info

**Table 378.**

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](#)


## (30020) uaCSTA Call

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< <a href="#">uaCSTA_Info</a> >	The detailed information of the uaCSTA calls.

**uaCSTA\_Info**

Parameter	Type	Description
operation	String	<p>The operation that is executed.</p> <ul style="list-style-type: none"> <li><code>call_start</code>: The extension is ringing.</li> <li><code>call_answer</code>: The call is accepted using uaCSTA feature.</li> <li><code>call_over</code>: The call is hung up or refused using uaCSTA feature.</li> </ul>
extension	String	The extension number that is controlled using uaCSTA feature.
call_id	String	<p>The unique ID of each uaCSTA call.</p> <div>  <b>Note:</b>            When the uaCSTA feature is enabled, the system will automatically assign a uaCSTA call ID to each call.         </div>
ip_addresses	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](#)

## (30022) Extension Configuration Changed

When an extension is created, edited, or deleted, the PBX will send an event report to the third-party application.

## Report parameters

**Table 379.**

Parameter	Type	Description
type	Integer	Event ID.
msg	Object< <a href="#">Ext_Config</a> >	The detailed information of changed extension configurations.

## Ext\_Config

**Table 380.**

Parameter	Type	Description
ext_number	String	Extension number.
option	String	<p>The change information.</p> <ul style="list-style-type: none"> <li>• <b>CREATE</b>: An extension is created.</li> <li>• <b>UPDATE</b>: The extension has been edited.</li> <li>• <b>DELETE</b>: The extension is deleted.</li> </ul>

## Report example

Extension 3355 is created.

```
{
  "type": 30022,
  "msg": "{ \"ext_number\": \"3355\", \"option\": \"CREATE\" }"
}
```

## Related information

[Monitor Events via WebSocket](#)

## (30023) Trunk Configuration Changed

When a trunk is created, edited, or deleted, the PBX will send an event report to the third-party application.

## Report parameters

**Table 381.**

Parameter	Type	Description
type	Integer	Event ID.
msg	Object< <a href="#">Trunk_Info</a> >	The detailed information of changed trunk configuration.

## Trunk\_Info

**Table 382.**

Parameter	Type	Description
trunk_name	String	Trunk name.
option	String	The changed status. <ul style="list-style-type: none"> <li>• <b>CREATE</b>: A trunk is created.</li> <li>• <b>UPDATE</b>: The trunk has been edited.</li> <li>• <b>DELETE</b>: The trunk is deleted.</li> </ul>

## Report example

Trunk "peer-trunking" is created.

```
{
```



```

    "type": 30023,
    "msg": "{ \"trunk_name\": \"peer-trunking\", \"option\": \"CREATE\" }"
  }

```

## Related information

[Monitor Events via WebSocket](#)

## (30024) No Host in an Audio Conference

When the host leaves an audio conference, the PBX sends an event report to the third-party application.

## Report parameters

**Table 383.**

Parameter	Type	Description
type	Integer	Event ID.
sn	String	PBX's serial number.
msg	Object< <a href="#">Detailed_Inf</a> <a href="#">o&gt;</a>	The detailed information.

## Detailed\_Info

**Table 384.**

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](#)

## (30025) Agent Auto 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 385.**

Parameter	Type	Description
type	Integer	Event ID.
msg	Object< <a href="#">Detailed_Inf</a> <a href="#">o</a> >	The detailed information.

#### Detailed\_Info

**Table 386.**

Parameter	Type	Description
queue_number	String	Queue number.
agent_number	String	The extension number of the agent who has been automatically paused.
calls	Array< <a href="#">Call_Info</a> >	The list of accumulated missed calls.

#### Call\_Info

**Table 387.**

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"
}
]
}
}

```

## (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 388.**

Parameter	Type	Description
type	Integer	Event ID.
msg	Object< <a href="#">Detailed_Inf</a> <a href="#">o</a> >	The detailed information.

### Detailed\_Info

**Table 389.**

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"  
}  
}
```

# API Scenarios

## Hotel APIs

The integration of Yeastar P-Series Cloud Edition 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.

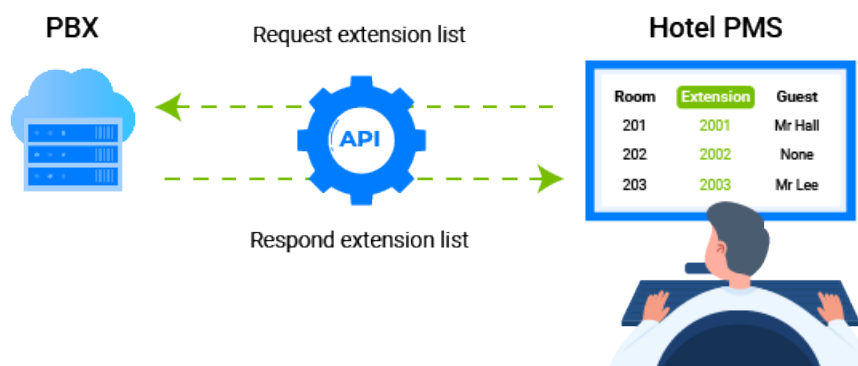
### Room extension management

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.

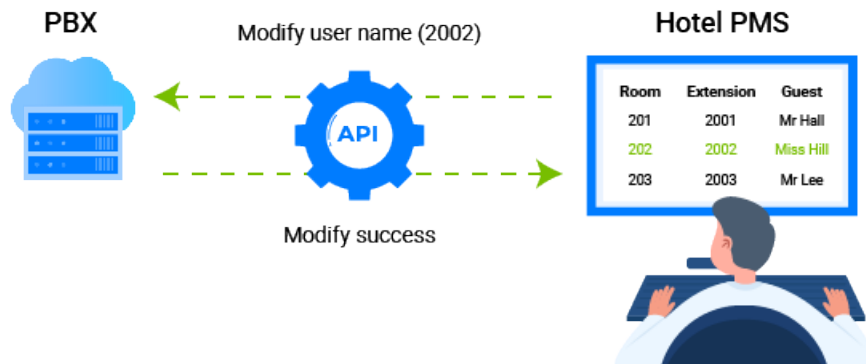
For more information about the API interface, see [Query Extension List](#).



#### 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](#).



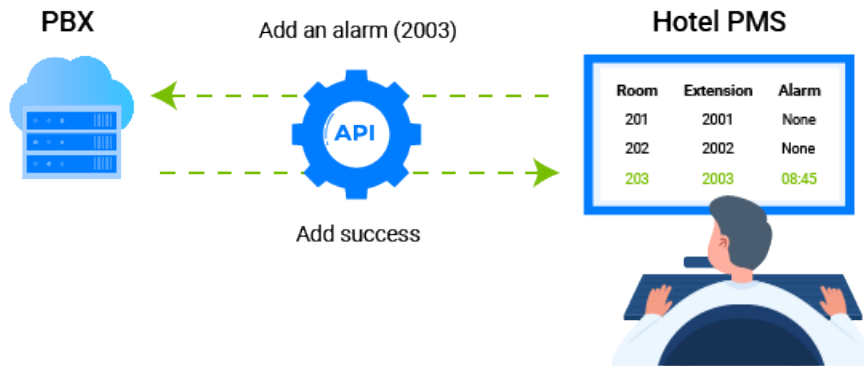
## Wake-up call service

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.

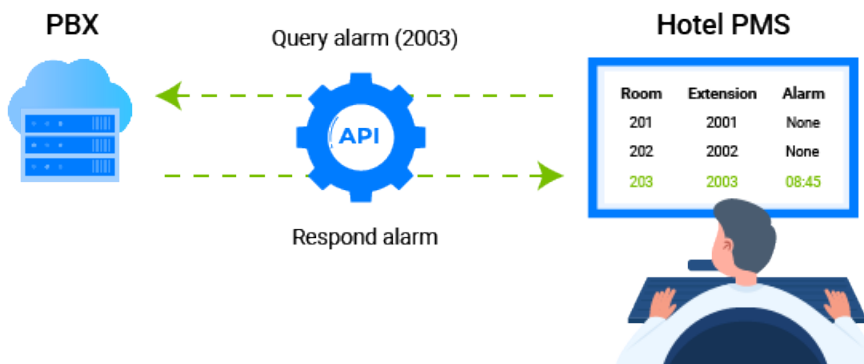
For more information about the API interface, see [Add an Alarm](#).



## 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.

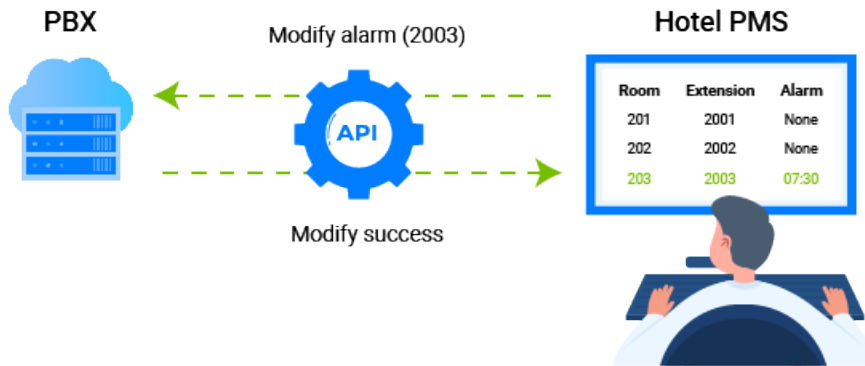
For more API interface, see [Query Information of an Alarm](#).



## 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.

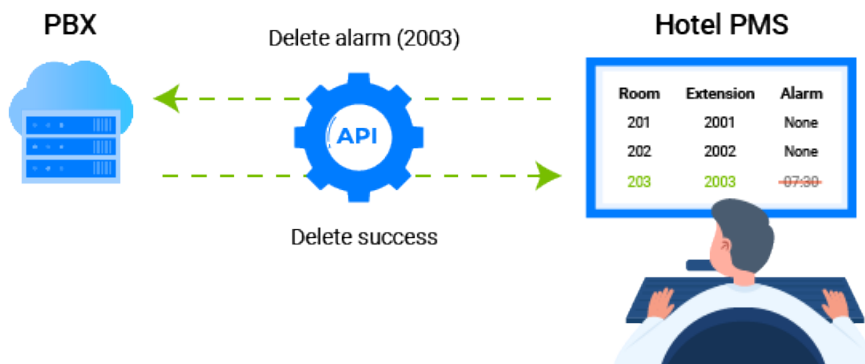
For more information about the API interface, see [Edit an alarm](#).



## 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](#).



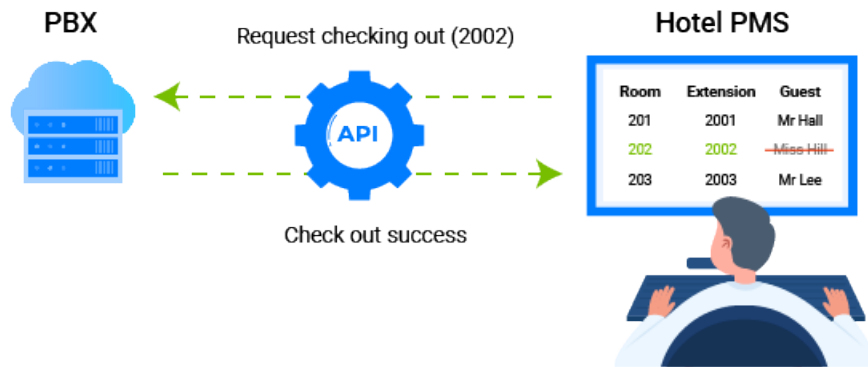
## Check out

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

**Table 390.**

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.  <b>Example Scenario:</b> 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.  <b>Example Scenario:</b> 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.

**Table 390. (continued)**

Error Code	Error Message	Description
70087	IP FORBIDDEN	The request IP is forbidden.
70091	CONNECTION_RELATION_EXISTS	The item has relation connection with other existing items. <b>Example scenario:</b> 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.
70100	NO AVAILABLE PORT	No available port or back-end server error.
70101	MAX PEER TRUNK LIMITATION EXCEEDED	The number of <b>Peer Trunk (Port Based)</b> exceeds the limit.
70102	DID HAS BEEN OCCUPIED	The DID of <b>Peer Trunk (DID Based)</b> already existed.
70103	HOSTNAME AND PORT HAVE BEEN OCCUPIED	The hostname and port of <b>Peer Trunk (DID Based)</b> has been used.
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	CHANNEL ID NOT FOUND	The call channel ID does not exist.
70131	CALL RECORDING DISABLED	PBX recording feature is unavailable.
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.
70516	WAKEUP CALL ALARM NOT EXISTED	The alarm does not exist.