ElevenLabs Agents API Reference Documentation

Overview

ElevenLabs Conversational AI provides API endpoints for managing agents, conversations, tools, knowledge base, phone numbers, widget, workspace, SIP trunk, Twilio, batch calling, LLM usage, and MCP functionality.

ElevenLabs Conversational AI is a platform for deploying customized, conversational voice agents that eliminates months of development time typically spent building conversation stacks from scratch.

Core Agent API Endpoints

1. Create Agent

- **Endpoint**: `POST /v1/convai/agents/create`
- **URL**: https://api.elevenlabs.io/v1/convai/agents/create
- **Description**: Create an agent from a config object
- **Authentication**: xi-api-key (optional header)
- **Request Body**:
  - `conversation_config` (object, required): Conversation configuration for an agent
  - `platform_settings` (object, optional): Platform settings for the agent are all settings that aren't related to the conversation orchestration and content
  - `name` (string, optional): A name to make the agent easier to find
  - `tags` (list of strings, optional): Tags to help classify and filter the agent
- **Response**:
  - `agent_id` (string): ID of the created agent

2. List Agents

- **Endpoint**: `GET /v1/convai/agents`
- **URL**: https://api.elevenlabs.io/v1/convai/agents
- **Description**: Returns a list of your agents and their metadata
- **Query Parameters**:
  - Cursor: Used for fetching next page. Cursor is returned in the response
  - Limit: How many Agents to return at maximum. Can not exceed 100, defaults to 30
  - Search: Search by agents name

3. Get Agent

- **Endpoint**: `GET /v1/convai/agents/:agent_id`
- **URL**: https://api.elevenlabs.io/v1/convai/agents/:agent_id
- **Description**: Retrieve config for an agent
- **Path Parameters**:
  - `agent_id` (string, required): The id of an agent. This is returned on agent creation

4. Update Agent

- **Endpoint**: `PATCH /v1/convai/agents/:agent_id`
- **URL**: https://api.elevenlabs.io/v1/convai/agents/:agent_id
- **Description**: Patches an Agent settings
- **Path Parameters**:
  - `agent_id` (string, required): The id of an agent. This is returned on agent creation
- **Authentication**: xi-api-key (optional header)
- **Request Body**:
  - `conversation_config` (any, optional)
  - `platform_settings` (any, optional)
  - `name` (string, optional): A name to make the agent easier to find
  - `categories` (list of strings, optional): Categories to help classify and filter the agent
- **Response**:
  - `agent_id` (string): The ID of the agent
  - `name` (string): The name of the agent
  - `conversation_config` (object): The conversation configuration of the agent

Related Agent Functionality

Knowledge Base Integration

- **Get Dependent Agents**: Get dependent agents endpoint available for knowledge base integration
- **Knowledge Base Documents**: List, delete, get, create knowledge base documents from URL/text/file, compute RAG index, get document content and chunks

Agent Simulation and Testing

- **Simulate Conversation**: Run a conversation between an agent and a simulated user
- **Simulate Conversation (Stream)**: Run and stream a conversation simulation between an agent and a simulated user

- **Dynamic Variables**: Added dynamic_variables parameter for populating conversation context with runtime values

Agent Tools and Customization

- **Tools Integration**: Tools allow Conversational AI agents to perform actions beyond generating text responses, including client-side and server-side custom tools
- **Multi-voice Support**: Enable conversational AI agents to dynamically switch between different voices during conversations for multi-character storytelling, language tutoring, and role-playing scenarios
- **Custom Voice Settings**: Added support for configuring individual voice settings per supported voice in multi-voice agents

Authentication and Authorization

- **Get Signed URL**: Get a signed URL to start a conversation with an agent that requires authorization
- **API Key Authentication**: All API requests should include your API key in an xi-api-key HTTP header

Platform and Workspace Management

Widget Configuration

- **Get Widget**: GET /v1/convai/widget endpoint
- **Create Widget Avatar**: POST endpoint for creating widget avatars
- **Multimodal Widget**: Added text input and text-only mode defaults for better user experience

Workspace Settings

- **Get/Update Settings**: GET and PATCH endpoints for workspace settings
- **Secret Management**: Create and delete secrets, with PATCH support for granular updates
- **Dashboard Settings**: GET and PATCH endpoints for dashboard settings

Phone Number Integration

- **Phone Number Management**: Create, list, get, update, and delete phone numbers
- **Batch Calling**: Submit batch call requests and retrieve all batch calls for workspace

LLM and Model Support

Supported Models

Currently supported models include Gemini, Claude, OpenAI and more, with support for custom LLM endpoints

Recent Model Additions

- **Claude Sonnet 4**: Added Claude Sonnet 4 as a new LLM option for conversational agents, providing enhanced reasoning capabilities and improved performance
- **GPT-4.1 Models**: Added support for new GPT-4.1 models: gpt-4.1, gpt-4.1-mini, and gpt-4.1-nano

Monitoring and Analytics

LLM Usage Tracking

- **LLM Usage**: Added detailed LLM usage and pricing information to conversation charging and history models
- **VAD Score**: Added a new client event which sends VAD scores to the client

Conversation Management

- **Conversation History**: Track and analyze conversation performance
- **Feedback System**: Send conversation feedback via POST endpoint

Integration Capabilities

External Platform Integration

- **Twilio Integration**: Outbound call via Twilio endpoint
- **Genesys Cloud**: Introduced AudioHook Protocol integration for seamless connection with Genesys Cloud contact center platform
- **SIP Trunk**: Native SIP trunk integration for telephony systems

MCP (Model Context Protocol)

- **MCP Server Tools**: Delete MCP server tool approval - Remove approval for a specific MCP tool when using per-tool approval mode

Base URLs and Authentication

- **Base API URL**: `https://api.elevenlabs.io/v1`
- **Authentication**: API key required in xi-api-key header for all requests
- **Security**: SOC2 and GDPR compliance with end-to-end encryption and optional no-retention mode

Rate Limits and Concurrency

Your subscription plan determines how many calls can be made simultaneously. To increase your concurrency limit upgrade your subscription plan or contact sales to discuss enterprise plans.

Audio Output Formats

The following audio output formats are supported in the Conversational AI platform: PCM (8 kHz / 16 kHz / 22.05 kHz / 24 kHz / 44.1 kHz)