VoiceSage REST API

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Introduction

This document outlines the technical considerations when integrating with the VoiceSage REST API and includes specifications of API
and responses.
We also have an interactive, website-based documentation which contains example JSON requests/responses at the following address
https://platform.voicesage.com/docs

Base URL

Every endpoint referred to in this document has the following base URL:
https://platform.voicesage.com/
To ensure data privacy, every endpoint is served over HTTPS only.

Authentication

HTTP requests to the VoiceSage API are protected using OAuth 2.0 bearer token authentication.

Please refer to the RFC 6750 standard for more detailed information:
https://tools.ietf.org/html/rfc6750
In accordance with the RFC 6750 specification, every HTTP request must have an authorization header with a valid token. The authoriz
header value must contain a "bearer" prefix before the token. The token must also be URL encoded. The following example contains a
request with a valid authorization header:

Request method: GET
Request URL: https://platform.voicesage.com/groups
Request Headers:
Authorization: bearer [YOUR ENCODED AUTH TOKEN]
Content-Type: application/json

Generate Bearer Token

Allows you to authenticate and get a bearer token.

Resource URI: /login

HTTP method: POST

Header	Content
Content-Type	application/x-www-form-urlencoded

Request body parameters:

values in "" have to be sent as they are specified in the column

Parameter	Required	Value
username	Yes	voicesage_login
password	Yes	voicesage_password
pin	Yes	voicesage_pin
grant_type	Yes	"password"
accountType	Yes	"user"

app	Yes	"voicesage"
channel	Yes	"web"
tbpin	Yes	"NONE"
ip	Yes	client ip address

Example body request:

Example body request

```
username:{{voicesage_login}}
password:{{voicesage_password}}
pin:{{voicesage_pin}}
grant_type:password
accountType:user
app:voicesage
channel:web
tbpin:NONE
ip:{{client IP}}
```

Response Parameters:

Parameter	Description
access_token	Generated access token
token_type	Type of the returned token
expires_in	duration of the token
refresh_token	Generated refresh token to generate a new access token be expires
.issued	UTC DateTime when the token was issued
.expires	UTC DateTime when the token will expire
timeout_offset	UTC offset set in the account
url	URL where the user is redirected when logs in using the por
homepage	Homepage set for the account when using the portal
lang	Language set when using the portal

Example body response:

Example login response

```
{
    "access_token": "xxxxxxxxxxxxx",
    "token_type": "bearer",
        "expires_in": 1199,
    "refresh_token": "xxxxxxxxxxxxx",
    ".issued": "2020-05-15T09:54:26.0000000+00:00",
    ".expires": "2020-05-15T10:14:26.0000000+00:00",
    "timeout_offset": 0,
        "url": "https://newlogin.voicesage.com/app/pages/main.aspx#/
        "homepage": "campaigns",
        "lang": "en"
}
```

If the session needs to be kept alive when using a bearer token a refresh request can be made, this saves the need to send a new logir with all the parameters.

Generate Refresh Token

Resource URI: /login

HTTP method: POST

Header	Content
Content-Type	application/x-www-form-urlencoded
Accept	*/*

Request body parameters:

values in "" have to sent as they are specified in the column

Parameter	Required	Value
grant_type	Yes	"refresh_token"
refresh_token	Yes	refresh_token from login result

Example body request:

Example body request

```
                grant_type:"refresh_token"
                refresh_token:"xxxxxxxxxxxxx"
```

This request will return the same as the original login with refreshed credentials for the duration of that refreshed session time.

Static API Tokens

Static API tokens can be generated for the account so there's no need to retrieve a bearer token every time, information and assistance static tokens can be provided by contacting VoiceSage support.

Further Assistance

If necessary, further information and assistance can be provided by contacting VoiceSage support:
support@voicesage.com

Requests to the VoiceSage API

Retrieve resources with HTTP GET method

You can retrieve a representation of a resource by using a HTTP GET on its URI. A successful GET request that has existing data return one or more representations of a resource instance. The resource section of this document provides more detailed information.

Possible HTTP Status codes from a GET Request

Status Code	Description
200 OK	The request was successful and the resource was successfully up
201 Created	The request was successful. The new resource was created and t response body contains the representation.
204 Ok/No Content	This is only applicable to PUT and PATCH requests. The request successful. The representation was successfully updated. No cont returned in the response body.
400 Bad Request	The data given in the request is invalid and was rejected by the server.
401 Unauthorized	The OAuth bearer token is either invalid or missing within the HTT Authorization header request.
405 Method Not Allowed	An invalid HTTP method was requested on the resource URL.
415 Unsupported Media Type	The Content-Type supplied in the HTTP request header is either n or invalid. Please ensure that the content-type is application/json
422 Unprocessable Entity	The request to the server was well formatted and understood. The rejected the request for a specific reason that will be contained wit response body.
500 Internal Server Error	An unforeseen error has occurred on our server.

Create and update resources with HTTP POST, PUT AND PATCH methods

Creating a new resource requires a HTTP POST request to a resource URI. To update an existing resource, a HTTP PUT or PATCH is HTTP PATCH requests differ from PUT's in that a PATCH does not require you to send a request with all the properties of a resources representation. **Please ensure that every request via HTTP POST, PUT or PATCH is a valid JSON request and has a Content-Typ value of application/json.**

Possible HTTP Status Codes from a POST, PUT or PATCH request

Status Code	Description
200 Ok	The request was successful and the resource was successfully u
201 Created	The request was successful. The new resource was created and response body contains the representation.

204 Ok/No Content	This is only applicable to PUT and PATCH requests. The reques successful. The representation was successfully updated. No cor returned in the response body.
400 Bad Request	The data given in the request is invalid and was rejected by the server.
401 Unauthorized	The OAuth bearer token is either invalid or missing within the HT Authorization header request.
405 Method Not Allowed	An invalid HTTP method was requested on the resource URL.
415 Unsupported Media Type	The Content-Type supplied in the HTTP request header is either missing or invalid. Please ensure that the content-type is applica
422 Unprocessable Entity	The request to the server was well formatted and understood. Th server rejected the request for a specific reason that will be conta within the response body.
500 Internal Server Error	An unforeseen error has occurred on our server.

Delete resources with HTTP DELETE method

You can delete an instance of a resource by using a HTTP DELETE on its URI. Please note that not all VoiceSage API's resources sup HTTP DELETE method.

Possible HTTP Status Codes from a DELETE request

Status Code	Description
204 Ok/No Content	The request was successful. The representation was successfully deleted. No content is returned in the response body.
401 Unauthorized	The OAuth bearer token is either invalid or missing within the HTT Authorization header request.
404 Not Found	The requested resource does not exist.
405 Method Not Allowed	An invalid HTTP method was requested on the resource URL.
500 Internal Server Error	An unforeseen error has occurred on our server.

Responses from the VoiceSage API

Every response from the VoiceSage API is returned in a JSON format. The following example shows the structure in which responses a formatted.

Response format

Response Properties:

Property	Sub Property	Data Type	Description
Status	Status Desc	String	A human readable description of the HTTP status that was returned from the VoiceSage API.
Status	Status Code	String	The HTTP status code returned from the VoiceSage API.
Data		JSON Object or JSON Array	This is the resource specific information returned from the API. Depending on how many resource instances are retu may be a JSON object or a JSON array. More detailed information is provided in the resource section of this docume

JSON response example
The following example shows a response returned when requesting a list of contacts for a group.
Note that the 'data' property returned in the response contains a JSON array of contacts.

JSON Response Example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": [
    {
      "contactId": 0,
      "forename": "string",
      "surname": "string",
      "salutation": "string",
      "company": "string",
      "address1": "string",
      "address2": "string",
      "title": "string",
      "email": "string",
      "notes": "string",
      "zipCode": "string",
      "dateCreated": "1970-01-01T00:00:00.000Z",
      "xmlValues": "string",
      "groupId": 0
    }
  ]
}
```

Errors

The VoiceSage API returns errors in the HTTP response body when it receives a bad request. The specific error appears in the 'errorM property of the response body. Additional information regarding the invalid request is returned in the 'modelState' property of the respon If you receive an error with a status code of 400 (bad request), the 'errorMessage' and 'modelState' properties are useful for debugging went wrong with your request.

Requested resource not found

When making a request to a resource that does not exist, the following response will be returned.

404 - Not Found response

```json
{
  "status": {
    "statusDesc": "NotFound",
    "statusCode": 404
  },
  "errorMessage": "No HTTP resource was found that matches the request
URI 'https://platform.voicesage.com/resource_that _does_not_exist'."
}
```

Unauthorized request

When making a request without a valid API token within the HTTP request Authorization header, the following response will be returned

401 - Unauthorized response

```json
{
  "status": {
    "statusDesc": "Unauthorized",
    "statusCode": 401
  }
}
```

Bad Request

When making a request to a resource that contains invalid or missing data, a HTTP status of 400 (bad request) will be returned. The fol
example shows a response returned when trying to create a contact that is missing required information.

400 - Bad Request response

```json
{
  "status": {
    "statusDesc": "BadRequest",
    "statusCode": 400
  },
  "errorMessage": "The request is invalid.",
  "modelState": {
    "forename": {
      "value": null,
      "errors": [
        {
          "exception": null,
          "errorMessage": "The Forename field is required."
        }
      ]
    },
    "surname": {
      "value": null,
      "errors": [
        {
          "exception": null,
          "errorMessage": "The Surname field is required."
        }
      ]
    }
  }
}
```

Internal Server Error

When an unexpected error occurs within our API, the following error will occur. If the issue persists, please contact support@voicesage.com

500 - Internal server error response

```json
{
  "status": {
    "statusDesc": "InternalServerError",
    "statusCode": 500
  },
  "errorMessage": "An error has occurred."
}
```

Resources

Quick Send

Send a message instantly to a contact or a group of contacts.

Resource Properties

Parameter	Sub Parameter I	Data Type	Required	Description
From		string	Yes	Sender Caller Id
To		JSON Object	Yes	The recipient of the message
To	Forename	string	No	The recipients forename
To	Surname	string	No	The recipients surname
To	Number	string	Yes	The recipients number in MSISND format
To	CustomValues	JSON Object	No	Any additional details about the recipient
Body		string	Yes, if TemplateId is null.	The text message to be sent
TemplateId		Int	Yes, if body is null.	The template id of the message to be ser
GroupId		Int	Yes, if sending to group of contacts	The id of the group you wish to send mes

Send Messages

Send message to single contact

Allows you to send a message to a single contact instantly.
Resource URI: /quicksend/{type}
HTTP method: POST
URL parameters:

Parameters	Data Type	Required	Example
type	string	Yes	sms, rmm, phone or email

Request body parameters:

Parameter	Sub Parameter I	Required
From		Yes
To		Yes
To	Forename	No
To	Surname	No
To	Number	Yes
To	CustomValues	No
Body		Yes, if TemplateId is empty.
TemplateId		Yes, if Body is empty.

Quicksend sample request

```
{
  "from": "string",
  "to": {
    "forename": "string",
    "surname": "string",
    "number": "string",
    "customValues": {
      "key": "value"
    }
  },
  "body": "string"
}
```

Quicksend response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  }
}
```

Send message to a group of contacts

Allows you to send a message to a group of contacts.

Resource URI: /quicksend/group/{type}

HTTP method: POST

URL parameters:

Parameters	Data Type	Required	Example
type	string	Yes	sms, rmm, phone, email

Request body parameters:

Parameter	Required
From	Yes
Body	Yes, if TemplateId is empty.
TemplateId	Yes, if Body is empty.
GroupId	Yes

Quicksend Group response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  }
}
```

Generate RMM URL

Allows you to retrieve an RMM URL based on a template Id, if custom values are provided those will replace the keywords that match o
template.
Resource URI: /quicksend/rmm-link
HTTP method: POST
Request body parameters:

Parameter	Description	Requ
CustomValues	*Key-Value pair*	
	An object consisting of key-value-pair, the key will be replaced with its value if there's a match for it in the RMM template	No
TemplateId	Id of the RMM Template which we want to use to generate the URL	Yes

Response Parameters:

Parameter	Description
Id	Id of the URL returned.
Url	Generated URL

Generate RMM link response example

```
{
  "status": {
    "statusDesc": "Created",
    "statusCode": 201
  },
  "data": {
    "id": "5c6ec4fcc696e4092c859e4b",
    "url": "https://rrm.voicesage.com/5c6ec4fcc696e4092c859e4b/"
  }
}
```

Groups

A Group instance resource represents a collection of contacts, analogues to a phone book. This allows you to schedule a message to n
contacts without having to specify each individual one.

Resource properties

Property	Description
Id	An integer value that uniquely identifies this group.
GroupName	A human readable description for this group.
GroupDescription	Any additional details about this group that may be useful.
ContactCount	An integer number that represents the number of contacts this group contains.
Date_Created	A timestamp of when the group was created.

Get groups

Get a single group

Resource URI: /groups({groupId})

HTTP method: GET

URL parameters:

Parameter	Data Type	Required
GroupId	Integer	Yes

Get Group response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": {
    "id": 0,
    "groupName": "string",
    "groupDescription": "string",
    "contactCount": 0,
    "dateCreated": "1970-01-01T00:00:00.000Z"
  }
}
```

Get a list of groups

Resource URI: /groups
HTTP method: GET

Get groups response example

```json
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": [
    {
      "id": 0,
      "groupName": "string",
      "groupDescription": "string",
      "contactCount": 0,
      "dateCreated": "1970-01-01T00:00:00.000Z"
    }
  ]
}
```

Create a group

Allows you to create a new group.
Resource URI: /groups
HTTP method: POST
Request body parameters:

Parameter	Data Type	Required
GroupName	String	Yes
GroupDescription	String	No

Create group response example

```json
{
  "status": {
    "statusDesc": "Created",
    "statusCode": 201
  },
  "data": {
    "id": 0,
    "groupName": "string",
    "groupDescription": "string",
    "deleted": null,
    "date_created": "1970-01-01T00:00:00.000Z",
    "contactcount": 0
  }
}
```

Edit a group

Allows you to edit an existing group.
Resource URI: /groups({id})
HTTP method: PUT
URL parameters:

Parameters	Data Type	Required
GroupId	Integer	Yes

Request body parameters:

Parameter	Data Type	Required
GroupName	String	Yes
GroupDescription	String	No

Response example:
This endpoint returns no body in its response. A HTTP status of 204 denotes a successful update to a group.

Partially edit a group

Allows you to edit one or more properties of an existing group without having to specify every property.
Resource URI: /groups({id})
HTTP method: PATCH
URL parameters:

Parameter	Data Type	Required
GroupId	Integer	Yes

Request body parameters:
Please note that when sending a request via HTTP Patch, any parameters not specified in the request will remain unchanged.

Parameter	Data Type	Required
GroupName	String	No
GroupDescription	String	No

Response example:
This endpoint returns no body in its response. A HTTP status of 204 denotes that the specified properties in the group have been succe
updated.

Remove a group

Allows you to remove an existing group. Please note that any contacts within the group will also be removed.
Resource URI: /groups({id})
HTTP method: DELETE
URL parameters:

Parameters	Data Type	Required
GroupId	Integer	Yes

Response example:
This endpoint returns no body in its response. A HTTP status of 204 denotes that the group has been successfully deleted.

Phone Validation

The phone validation resource allows you to check that a phone number is in a correct format. This is useful to check before scheduling message to a customer to ensure that it will be received. A successful validation on a phone number will return additional information re the number such as valid formats, country of origin and the network provider.

Resource properties

Property	Description
PhoneNumber	The phone number that was validated.
NationalFormat	The national format for the phone number.
InternationalFormat	The international format for the phone number.
E164Format	The E.164 international telephone numbering format for the phone number.
MSISDNFormat	The MSISDN format for the phone number.
CountryCode	The country code for the phone number.
CountryName	The country of origin for the phone number.
NationalAreaName	The national area name for the phone number.
NationalAreaCode	The local area code for the validated phone number.
CarrierName	The network provider for the validated phone number.
Type	Specifies whether the phone number is a mobile number of a landline. Type "MOBILE" is a mobile numl "FIXED_LINE" is a landline number.

Validate a phone number

Resource URI: /lookupNumber
HTTP method: GET
Request body parameters:

Parameter	Sub Parameter	Data Type	Required	Description
Mobile	PhoneNumber	String	Yes	The phone number to validate.
Mobile	CountryShortCode	String	Only if the phone number is in a national format	The country code for the phone numb 44 for the United Kingdom, 353 for Ire

Lookup phone number response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": {
    "phoneNumber": "string",
    "nationalFormat": "string",
    "internationalFormat": "string",
    "e164Format": "string",
    "rfC3966Format": "string",
    "msisdnFormat": "string",
    "countryCode": 0,
```

```
        "countryName": "string",
        "nationalAreaName": "string",
        "nationalAreaCode": "string",
        "carrierName": "string",
        "type": "string"
      }
    }
```

Country Codes

The country code instance resource represents an international calling code prefix.

Resource properties

Property	Description
CountryCodeId	An integer value that uniquely identifies this country code. This value is internal to the VoiceSage API.
CountryCode	The numeric country code e.g. 44 for the United Kingdom, 353 for Ireland.
CountryName	The name of the country.

Get Country codes

Get a single country code

Resource URI: /contrycodes({countryCodeId})

HTTP method: GET

URL parameters:

Parameters	Data Type	Required
CountryCodeId	Integer	Yes

Get country code response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": {
    "countryCodeId": 0,
    "countryCode": 0,
    "countryName": "string"
  }
}
```

Get all country codes

Resource URI: /contrycodes
HTTP method: GET

Get all country codes response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": [
    {
      "countryCodeId": 0,
      "countryCode": 0,
      "countryName": "string"
    }
  ]
}
```

Campaign

The campaign resource allows a consumer to schedule a campaign that can be composed of phone calls, SMS messages, RMM messa
mail messages.

Resource Properties

Parameter	Sub Parameter I	Description	
Description		A short description of the scheduling event.	
StartTime		The date and time when the VoiceSage engine should start send the message.	
EndTime		The date and time when the sending of the message should end VoiceSage's internal engine will use a combination of the start ti time and scheduling periods to calculate the rate at which messa should be sent to your customers.	
Period		The schedule period is an array of allowed times that the messa be sent. Multiple scheduling periods can be specified.	
Period	Day	This is a day between Monday to Sunday that a message can be	
Period	HourStart	The start hour in which a message can be sent. Hours range fro (midnight) to 23.	
Period	HourEnd	The last hour in which a message can be sent. Hours range from (midnight) to 23.	
CallerId		The name that will appear as the caller id on the recipient's mess	
ContinueFlag		This is a flag that is used to specify if a campaign with a status o overrun will be abandoned or if it will rollover to the next availabl	

		period.
TemplateId		The id of the existing template that will be used for the message
GroupId		An integer value that uniquely identifies an existing group
RatePerMinute		A double value that is used to specify the the rate at which the messages will be sent.
AutoSuspend		A boolean value that is used to automatically set the campaign in auto suspended state.
AttachmentSetId		This number is used to identify the attachment to be sent with the message if we are sending an email campaign.
Options		If the campaign is phone, this object is used to setup various call options.
Options	AwaitForAnswerInterval	Time to wait until the phone is answered.
Options	AnsweringMachineOnLastAttempt	This value can be set to trigger the answer machine message on first attempt, on the last attempt or to ignore the answer machine detection altogether.
Options	Attempts	Number of times that the phone call will be attempted until someone replies.
Options	AttemptsInterval	Time interval between attempts.
Options	EnableAmd	Enable answer machine detection.
Options	AlternateDestinationOnRetry	This boolean value is used to specify if we want to alternate between phone number on retry on if we want to retry with the same number

Message Interpolation

The VoiceSage engine offers the ability to personalise a message on a per contact basis using interpolation. Any text in the message body schedule request marked between the characters « (Unicode U+00AB) and » (Unicode U+00BB) **will be matched against the contact properties and xml values (custom values if creating a new contact from the scheduler) and replaced with the individual contact property value before the message is sent.** Consider the following contact as shown below (properties have been omitted for simplicity).

> **Contact example**
>
> ```
> {
>     "contactId": 1,
>     "forename": "John",
>     "surname": "Doe",
>     "xmlValues": "\"<?xml \"version=\\\"1.0\\\"?
> ><contact><AccountNumber>14208</AccountNumber><Balance>1000</Balance><
> /contact>\""
> }
> ```

If you schedule a message with the following message body:
"Hello «Contactname» «Surname», your balance for account number «AccountNumber», is currently «Balance»."
This text be transformed into the following:
"Hello John Doe, your balance for account number 14208, is currently 1000"
You may have noticed there is one caveat in the forename property transformation. **The forename property matches to «Contactname** other contact property matches to the exact value marked for interpolation.

The Campaign Period Model

The campaign period model is a JSON array of allowed times that the message can be sent. Multiple scheduling periods can be specifi
a schedule request. This is particularly useful if you need to send a message to a very large number of customers. The following examp
contains a snippet of a schedule model that will only send out messages between office hours (9am to 5pm) for a standard work week.
messages to your customer that have not been sent after 5pm will be automatically rescheduled for 9am the next day. For simplicity, all
properties of the schedule resource have been omitted.

Schedule a message during work hours only

```
{
    "periods": [
      {
        "day": "Monday",
        "hourStart": 9,
        "hourEnd": 17
      },
      {
        "day": "Tuesday",
        "hourStart": 9,
        "hourEnd": 17
      },
      {
        "day": "Wednesday",
        "hourStart": 9,
        "hourEnd": 17
      },
      {
        "day": "Thursday",
        "hourStart": 9,
        "hourEnd": 17
      },
      {
        "day": "Friday",
        "hourStart": 9,
        "hourEnd": 17
      }
    ]
}
```

Schedule a message on any day and time

```
{
    "periods": [
      {
        "day": "Monday",
        "hourStart": 0,
        "hourEnd": 23
```

```
      },
      {
        "day": "Tuesday",
        "hourStart": 0,
        "hourEnd": 23
      },
      {
        "day": "Wednesday",
        "hourStart": 0,
        "hourEnd": 23
      },
      {
        "day": "Thursday",
        "hourStart": 0,
        "hourEnd": 23
      },
      {
        "day": "Friday",
        "hourStart": 0,
        "hourEnd": 23
      },
      {
        "day": "Saturday",
        "hourStart": 0,
        "hourEnd": 23
      },
      {
        "day": "Sunday",
        "hourStart": 0,
        "hourEnd": 23
      }
    ]
  }
```

Create a campaign

Allows you to create a campaign of sms messages to be sent to a group.

Resource URI: /campaigns/{type}
HTTP method: POST

URL parameters:

Parameter	Data Type	Required	Example
type	string	Yes	sms, rmm, phone, autosms or email

Request body parameters:

Parameter	Sub Parameter I	Data Type	Requi
RequestId		Integer	No
StartTime		DateTime	Yes

EndTime		DateTime	Yes. M greate StartTi
Description		String	Yes
ContinueFlag		Char. Possible values are 'A' or 'R'. 'A' = Abandon, 'R' = Rollover	Yes
TemplateId		String	No
RatePerMinute		Double	No
GroupId		Integer	Yes
AutoSuspend		Bool	No
AttachmentSetId		Integer	No
CallerId		String	Yes
Type		Integer. Types are: 0 = Unknown, 1 = Sms, 2 = Phone, 3 = Email, 4 = AutoSms, 8 = VTM, 9 = WhatsApp	No
Periods		Array of JSON objects	Yes
Periods	Day	String. Types are: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	No
Periods	StartHour	Double	Yes
Periods	EndHour	Double	Yes
Periods	Rate	Integer	No
Options		JSON object	No
Options	AwaitForAnswerInterval	Integer	No
Options	AnsweringMachineOnLastAttempt	Integer. Types are: 1 = LeaveMessageOnFirstAttempt 2 = IgnoreAnsweringMachine 3 = LeaveMessageOnLastAttempt 0 = Unknown	No
Options	Attempts	Integer	No
Options	AttemptsInterval	Integer	No

Options	EnableAmd	Bool	No
Options	AlternateDestinationOnRetry	Bool	No
RmmId		Integer	No

Response example:

Create campaign response example

```
{
    "status": {
        "statusDesc": "Created",
        "statusCode": 201
    },
    "data": {
        "participantId": 0,
        "campaignId": "0",
        "subSystem": null,
        "hasTextToSpeech": false,
        "requestId": null,
        "startTime": "2020-01-29T14:40:00Z",
        "endTime": "2020-01-29T15:30:00Z",
        "description": "string",
        "continueFlag": "A",
        "templateId": 0,
        "ratePerMinute": 1.0,
        "groupId": 0,
        "autoSuspend": true,
        "attachmentSetId": 0,
        "callerId": "string",
        "type": 1,
        "periods": [
            {
                "day": 0,
                "startHour": 0.0,
                "endHour": 24.0,
                "rate": null
            },
            {
                "day": 6,
                "startHour": 0.0,
                "endHour": 24.0,
                "rate": null
            },
            {
                "day": 5,
                "startHour": 0.0,
                "endHour": 24.0,
```

```
                "rate": null
            },
            {
                "day": 4,
                "startHour": 0.0,
                "endHour": 24.0,
                "rate": null
            },
            {
                "day": 3,
                "startHour": 0.0,
                "endHour": 24.0,
                "rate": null
            },
            {
                "day": 1,
                "startHour": 0.0,
                "endHour": 24.0,
                "rate": null
            },
            {
                "day": 2,
                "startHour": 0.0,
                "endHour": 24.0,
                "rate": null
            }
        ],
        "options": {
            "answeringMachineInterval": 900,
            "noAnswerInterval": 900,
            "engagedInterval": 900,
            "awaitForAnswerInterval": 60,
            "answeringMachineOnLastAttempt": 1,
            "attempts": 3,
            "attemptsInterval": 900,
            "enableAmd": true,
            "alternateDestinationOnRetry": false
        },
        "rmmId": 0
    }
}
```

Reschedule a campaign

Allows you to reschedule a campaign.

Resource URI: /campaigns/{id}

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes

Request body parameters:

Parameter	Sub Parameter	Data Type	Required
StartTime		DateTime	Yes
EndTime		DateTime	Yes. Must be greater than StartTime
ContinueFlag		Char. Possible values are 'A' or 'R'. 'A' = Abandon, 'R' = Rollover	Yes
RatePerMinute		Double	No
Periods		Array of JSON objects	Yes
Periods	Day	String. Types are: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	No
Periods	StartHour	Double	Yes
Periods	EndHour	Double	Yes
Periods	Rate	Integer	No

Suspend a campaign

Allows you to suspend a campaign.

Resource URI: /campaigns/{id}/suspend

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Suspend response example

```
{
        "status": {
                "statusDesc": "OK",
                "statusCode": 200
        }
}
```

Resume a campaign

Allows you to resume a suspended campaign.

Resource URI: /campaigns/{id}/resume

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Resume response example

```
{
        "status": {
                "statusDesc": "OK",
                "statusCode": 200
        }
}
```

Cancel a campaign

Allows you to cancel a campaign.

Resource URI: /campaigns/{id}/cancel

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Cancel response example

```
{
        "status": {
                "statusDesc": "OK",
                "statusCode": 200
        }
}
```

Suspend a single campaign message

Allows you to suspend a single message within a campaign that has already been scheduled.

Resource URI: /campaigns/{id}/suspend/{messageId}

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes
messageId	string	Yes

Response example:

Suspend message response example

```
{
        "status": {
                "statusDesc": "OK",
                "statusCode": 200
        }
}
```

Resume a single campaign message

Allows you to resume a single suspended message within a campaign that has already been scheduled.

Resource URI: /campaigns/{id}/resume/{messageId}

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes
messageId	string	Yes

Response example:

Resume message response example

```
{
        "status": {
                "statusDesc": "OK",
                "statusCode": 200
        }
}
```

Cancel a single campaign message

Allows you to cancel a single message within a campaign that has already been scheduled.

Resource URI: /campaigns/{id}/cancel/{messageId}

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes
messageId	string	Yes

Response example:

Cancel message response example

```
{
        "status": {
                "statusDesc": "OK",
                "statusCode": 200
        }
}
```

Get the campaign template

Allows you to get the template that the campaign is using when sending the messages.

Resource URI: /campaigns/{id}/template

HTTP method: GET

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Get campaign template response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": {
        "id": null,
        "templateId": 0,
        "templateName": "string",
        "campaignType": 0
    }
}
```

Get campaign working hours

Allows you to get the working hours for the scheduled campaign.

Resource URI: /campaigns/{id}/workinghours

HTTP method: GET

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Get campaign working hours response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": [
        {
            "id": 0,
            "dayNum": 1,
            "hourStart": 5,
            "hourEnd": 23
        },
        {
            "id": 0,
            "dayNum": 2,
            "hourStart": 5,
            "hourEnd": 23
        },
        {
            "id": 0,
            "dayNum": 3,
            "hourStart": 5,
            "hourEnd": 23
        },
        {
            "id": 0,
            "dayNum": 4,
            "hourStart": 5,
            "hourEnd": 23
        },
        {
            "id": 0,
            "dayNum": 5,
```

```
                "hourStart": 5,
                "hourEnd": 23
            },
            {
                "id": 0,
                "dayNum": 6,
                "hourStart": 5,
                "hourEnd": 12
            },
            {
                "id": 0,
                "dayNum": 6,
                "hourStart": 13,
                "hourEnd": 14
            },
            {
                "id": 0,
                "dayNum": 6,
                "hourStart": 15,
                "hourEnd": 23
            },
            {
                "id": 0,
                "dayNum": 7,
                "hourStart": 5,
                "hourEnd": 13
            },
            {
                "id": 0,
                "dayNum": 7,
                "hourStart": 14,
                "hourEnd": 23
            }
        ]
    }
```

Get campaign by id

Returns the campaign which id corresponds to the passed parameter

Resource URI: /campaigns/{id}

HTTP method: GET

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Get campaign by id response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": {
        "id": "12216148",
        "startDate": "2020-01-30T10:25:00.08",
        "endDate": "2020-01-30T10:40:00.08",
        "endAction": "A",
        "description": "string",
        "callRate": 16,
        "maxRate": 1,
        "runTime": 22,
        "estimatedCompletionTime": null,
        "callsPerMinute": null,
        "templateId": "string",
        "templateName": "string",
        "templateType": 0
    }
}
```

Get campaigns

Returns a list of all campaigns

Resource URI: /campaigns/

HTTP method: GET

URL parameters:

Parameter	Data type	Required
take	int	No
skip	int	No
direction	string	No
orderBy	string	No
startDate	DateTimeOffset	No

Response example:

Get campaigns response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
```

```json
        },
        "data": {
            "count": 2,
            "items": [
                {
                    "id": "string",
                    "templateId": "string",
                    "templateName": "string",
                    "description": "string",
                    "groupName": "string",
                    "groupId": 0,
                    "startDate": "2020-01-30T10:50:00.753",
                    "endDate": "2020-01-30T11:05:00.753",
                    "status": "string",
                    "legacyStatus": "string",
                    "sequenceId": 0,
                    "rate": null,
                    "continueFlag": null,
                    "participantId": 0,
                    "dateCreated": "2020-01-30T10:51:12.93",
                    "ansOnLastAtempt": 0,
                    "periods": [],
                    "changes": [],
                    "type": 8,
                    "totalCount": 1,
                    "canceledCount": 0,
                    "suspendedCount": 0,
                    "completedCount": 1,
                    "overrunCount": 0,
                    "pendingCount": 0,
                    "hasTextToSpeech": false,
                    "alternateDestinationOnRetry": false
                },
                {
                    "id": "string",
                    "templateId": "string",
                    "templateName": "string",
                    "description": "string",
                    "groupName": "string",
                    "groupId": 0,
                    "startDate": "2020-01-30T10:50:00.753",
                    "endDate": "2020-01-30T11:05:00.753",
                    "status": "string",
                    "legacyStatus": "string",
                    "sequenceId": 0,
                    "rate": null,
                    "continueFlag": null,
                    "participantId": 0,
                    "dateCreated": "2020-01-30T10:51:12.93",
                    "ansOnLastAtempt": 0,
```

```
                            "periods": [],
                            "changes": [],
                            "type": 8,
                            "totalCount": 1,
                            "canceledCount": 0,
                            "suspendedCount": 0,
                            "completedCount": 1,
                            "overrunCount": 0,
                            "pendingCount": 0,
                            "hasTextToSpeech": false,
                            "alternateDestinationOnRetry": false
                    }
                ]
            }
        }
```

Possible values for the Campaign status

There are a number of possible values that a campaign object may have for it's status property. The following table contains all possible including a description of its meaning.

Status	Description
C	Cancelled.
D	Cancel campaign request in progress.
F	Failed.
G	Going. (Maintained for legacy purposes).
I	In-Flight.
N	Not processed.
O	Overrun.
P	Pending TTS (Maintained for legacy purposes). Equivalent to status "N".
Q	Overrun Pending TTS (Maintained for legacy purposes). Equivalent to status "O".
R	Resume campaign request in progress.
S	Suspended.
T	Suspend campaign request in progress.
U	Update campaign request in progress.
X	Suspended pending TTS (Maintained for legacy purposes). Equivalent to status "S".
Y	Campaign has been processed.
Z	Create campaign request in progress.

Get campaign messages

Returns a list of all the messages belonging to the campaign

Resource URI: /campaigns/messages/

HTTP method: GET

URL parameters:

Parameter	Data type	Required
pageSize	int	No
pageNumber	int	No
direction	string	No
orderBy	string	No
campaignId	string	Yes
searchValue	string	No

Response example:

Get campaign messages response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": {
        "count": 1,
        "items": [
            {
                "id": "string",
                "type": 1,
                "to": "00353864665588",
                "from": "string,
                "sendTime": "2020-01-30T10:26:01.58",
                "inflight": "string",
                "processed": "string",
                "published": false,
                "attempts": 1,
                "attemptsInterval": 0,
                "maxTries": 3,
                "customValues": null,
                "contactId": 0,
                "participantId": 0,
                "templateId": 0,
                "campaignId": "string",
                "options": null,
                "rmmId": 0,
                "destinations": null
            }
        ]
    }
}
```

Get historic campaigns

Returns a list of historic campaigns

Resource URI: /campaigns/historic/

HTTP method: GET

URL parameters:

Parameter	Data type	Required
pageSize	int	No
pageNumber	int	No
direction	string	No
orderBy	string	No
startDate	DateTimeOffset	No
endDate	DateTimeOffset	No
campaignName	string	Yes

Response example:

Get historic campaign response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": {
        "count": 1,
        "items": [
            {
                "description": "string",
                "type": 3,
                "groupName": "string",
                "campaignStartDate": "2020-01-29T15:55:00.97Z",
                "campaignEndDate": "2020-01-29T16:10:00.97Z",
                "campaignId": "string",
                "totalCount": 1,
                "completedCount": 1,
                "campaignStatus": "string"
            }
        ]
    }
}
```

Get historic campaign by id

Returns a historic campaign with the corresponding id

Resource URI: /campaigns/historic/{id}

HTTP method: GET

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Get historic campaign by id response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": {
        "id": "5e31abcbc696dc09c4a4bf34",
        "username": "VoiceSage Demo",
        "dateCreated": "2020-01-29T15:59:07.132Z",
        "lastStateRate": 60000,
        "lastStatusChange": "2020-01-29T16:10:00.97Z",
        "delivered": 1,
        "undelivered": 0
    }
}
```

Change call rate

Allows you to change campaigns message sending rate

Resource URI: /campaigns/{id}/rate

HTTP method: PUT

URL parameters:

Parameter	Data type	Required
id	int	Yes

Response example:

Get historic campaign by id response example

```
{
    "status": {
        "statusDesc": "OK",
```

```
            "statusCode": 200
        }
    }
```

Blacklists

The blacklist resource represents a list of numbers that you wish to never send a message using the VoiceSage API. If you inadvertentl message via the scheduler resource to a phone number in the blacklist, the recipient will not receive the message.

Resource properties

Property	Description
CountryCodeName	The name of the country of origin for the blacklisted phone number.
CountryCode	The international calling code prefix for the phone number e.g. 44 for United Kingdom, 353 for Ireland.
CreatedDate	A timestamp of when the phone number was added to the blacklist.
DateModified	A timestamp of when the blacklisted phone number was last modified.
BlackListType	Specifies whether the blacklisted number should be applied to your API account only or if you have multiple API accounts under a company, whether it should be applied to your entire company account. Valid types are: 1. Account 2. Company
PhoneNumber	The phone number to be blacklisted
ExpiryDate	A timestamp of when the number should be emoved from the blacklist. A value of 'null' can be specified leave the number in the blacklist indefinitely.

Get contacts in the blacklist

Get a single contact in the blacklist

Resource URI: /blacklists('{phoneNumber}')
HTTP method: GET
URL parameters:

Parameters	Data Type	Required
PhoneNumber	String	Yes

Get a single blacklisted contact response example

```
{
    "status": {
        "statusDesc": "OK",
        "statusCode": 200
    },
    "data": {
        "countryCodeName": "string",
        "countryCode": 0,
```

```
        "createdDate": "1970-01-01T00:00:00.000Z",
        "dateModified": "1970-01-01T00:00:00.000Z",
        "phoneNumber": "string",
        "expiryDate": "1970-01-01T00:00:00.000Z"
      }
    }
```

Get all contacts in the blacklist

Resource URI: /blacklists

HTTP method: GET

Get all blacklisted contacts response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": [
    {
      "countryCodeName": "string",
      "countryCode": 0,
      "createdDate": "1970-01-01T00:00:00.000Z",
      "dateModified": "1970-01-01T00:00:00.000Z",
      "phoneNumber": "string",
      "expiryDate": "1970-01-01T00:00:00.000Z"
    }
  ]
}
```

Add a contact to blacklist

Allows you to add a new contact to the blacklist
Resource URI: / blacklists
HTTP method: POST
Request body parameters:

Parameter	Data Type	Required
PhoneNumber	String	Yes
ExpiryDate	DateTime	No. Set to null if you wish to add the contact to the blacklist indefinitely.

Create contact response example

```
{
  "status": {
    "statusDesc": "Created",
    "statusCode": 201
  },
  "data": "Contact added to the blacklist."
}
```

Remove a contact from the blacklist

Allows you to remove an existing phone number from a blacklist.
Resource URI: /blacklists('{phoneNumber}')
HTTP method: DELETE
URL parameters:

Parameters	Data Type	Required
PhoneNumber	String	Yes

Delete blacklisted contact response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  }
}
```

SMS TEMPLATES

A SMS Template resource represents a reusable SMS message that can be sent to your customer.

Resource properties

Property	Description
Id	An integer value that uniquely identifies this SMS template.
Name	A uniquely identifiable name for this SMS template.
Body	The content of the message to be sent to your customer. If you need to personalize the message per customer, you can use interpolation within the body. The VoiceSage engine will replace any content marked between «» with customer specific informa applicable.
From	This property represents the caller id that will appear on the recipient's device.

Get SMS templates

Get a single SMS template

Resource URI: /smstemplates/{id}

HTTP method:GET

URL parameters:

Parameters	Data Type	Required
Id	Integer	Yes

Get single sms template response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": {
    "id": 0,
    "name": "string",
    "body": "string",
    "from": "string"
  }
}
```

Get all SMS templates

Resource URI: /blacklists
HTTP method: GET

Get all SMS templates response example

```
{
  "status": {
    "statusDesc": "OK",
    "statusCode": 200
  },
  "data": [
    {
      "id": 0,
      "name": "string",
      "body": "string",
      "from": "string"
```

```
            }
        ]
    }
```

Create a SMS template

Allows you to create a new SMS template.
Resource URI: /smstemplates
HTTP method: POST
Request body parameters:

Parameter	Data Type	Required
Name	String	Yes
Body	String	Yes
From	String	No

Create SMS template response example

```
{
    "status": {
        "statusDesc": "Created",
        "statusCode": 201
    },
    "data": "SMS Template created."
}
```

Edit a SMS template

Allows you to edit an existing SMS template.
Resource URI: /smstemplates/{id}
HTTP method: PUT
URL parameters:

Parameters	Data Type	Required
Id	Integer	Yes

Request body parameters:

Parameter	Data Type	Required
Name	String	Yes
Body	String	Yes
From	String	No

Response example:
This endpoint returns no body in its response. A HTTP status of 204 denotes a successful update to a SMS template.

Remove a SMS template

Allows you to remove an existing SMS Template.
Resource URI: /smstemplates/{id}
HTTP method: DELETE
URL parameters:

Parameters	Data Type	Required
Id	Integer	Yes

Response example:
This endpoint returns no body in its response. A HTTP status of 200 denotes that the SMS template has been successfully removed.

Users

A User instance resource represents a single VoiceSage account.

5.8.1 Resource properties

Property	Description
ParticipantId	An integer value that uniquely identifies this account.
Title	The title of the account owner.
Username	A unique user name used to identify this account.
Forename	The forename of the account owner.
Surname	The surname of the account owner.
MobileNumber	The mobile phone number of the account owner.
Email	The email of the account owner.
GMTOffset	Not applicable for VoiceSage API accounts.
Language	Not applicable for VoiceSage API accounts.
Homepage	Not applicable for VoiceSage API accounts.
Alias	Not applicable for VoiceSage API accounts.
Address1	The first address line of the account owner.
Address2	The second address line of the account owner.
Address3	The third address line of the account owner.
Address4	The fourth address line of the account owner.
Address5	The fifth address line of the account owner.
Locale	Not applicable for VoiceSage API accounts.
CompanyId	An integer value that unique identifies the company that this account belongs to.
CompanyName	The company name that this account belongs to.
AccountStatus	Not applicable for VoiceSage API accounts.
AccountType	Not applicable for VoiceSage API accounts.
AppChannel	Not applicable for VoiceSage API accounts.
Application	Not applicable for VoiceSage API accounts.
LastLoginDate	The last time the account owner logged in to the VoiceSage account.

LastLogoutMethod	Not applicable for VoiceSage API accounts.
LoginStatus	Not applicable for VoiceSage API accounts.
CountryCode	Not applicable for VoiceSage API accounts.
AccessRights	Reserved for future use. This is not applicable in Version 1.0 of the VoiceSage API.

5.8.2 Get my account information

Returns your VoiceSage account information.
Resource URI: /users/me

HTTP method: GET
Response example:

Ger account information response example

```
{
    "participantId": 0,
    "title": "string",
    "username": "string",
    "forename": "string",
    "surname": "string",
    "mobileNumber": "string",
    "email": "string",
    "gmtOffset": 0,
    "language": 0,
    "homePage": "string",
    "alias": 0,
    "address1": "string",
    "address2": "string",
    "address3": "string",
    "address4": "string",
    "address5": "string",
    "locale": 0,
    "companyId": 0,
    "companyName": "string",
    "accountStatus": "string",
    "accountType": "string",
    "appChannel": "string",
    "application": "string",
    "lastLoginDate": "2017-07-31T22:26:12.652Z",
    "lastLogoutDate": "2017-07-31T22:26:12.652Z",
    "lastLogoutMethod": 0,
    "loginStatus": 0,
    "countryCode": 0,
    "a": [{
        "id": 0,
        "group": "string",
        "name": "string"
    }],
```

```
        "f": [{
            "id": 0,
            "group": "string",
            "name": "string"
        }]
    }
```

Contacts

A Contact instance resource represents a person you wish to send a message to.

5.9.1 Resource Properties

Parameter	Sub Parameter I	Data Type	Required	Description
Forname		string	Yes	Contacts forename
Surname		String	Yes	Contacts surname
Number		string	Yes, if email is not specified	The recipients phone number in MSISDN format
Email		string	Yes, If phone number is not specified	The recipients email
CustomValues	Number	JSON Object	Yes	The recipients number in MSISND format.

5.9.2 Create Contact

Allows you to create a contact for an existing group.
Resource URI: /groups/{groupid}/contacts

HTTP method: POST
Request body parameters:

```
{
    "forename": "Joe",
    "surname": "Bloggs",
    "number": "44111111111",
    "email": "joe.bloggs@mail.com",
    "customValues": {
        "fieldA": "valueA",
        "fieldB": "valueB"
    }
}
```

Response Example:

```
{
    "status": {
        "statusDesc": "Created",
        "statusCode": 201
    },
    "data": {
        "id": "6411384",
        "forename": "Joe",
        "surname": "Bloggs",
        "number": "44111111111",
        "email": "joe.bloggs@mail.com",
        "customValues": {
            "fieldA": "valueA",
            "fieldB": "valueB"
        }
    }
}
```

5.9.3 Delete Contact

Allows you to delete an existing contact.
Resource URI: /groups({groupid})/contacts({contactId})
HTTP method: DELETE
Request body parameters:

Parameters	Data Type	Required
GroupId	int	Yes
ContactId	int	Yes

Response Example:
HTTP 204 (No Content)