

Configuration Web Services

API Reference Guide

August 2015

The Configuration Web Services enable developers to build secure applications to access, configure, and synchronize their call center information with work flow-management systems, such as lead management, CRM, and ERP systems.

About Five9

Five9 is the leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, delivering software to help organizations of every size transition from premise-based software to the cloud. With its extensive expertise, technology, and ecosystem of partners, Five9 delivers secure, reliable, scalable cloud contact center software to help businesses create exceptional customer experiences, increase agent productivity and deliver tangible results. For more information visit www.five9.com.

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What's New

This table lists the changes made in the last six releases of this document:

Release	Changes
August 2015	<ul style="list-style-type: none"> Clarified how callTime is used in listUpdateSettings (basicImportSettings) and listUpdateSettings. Increased the maximum number of phone numbers that you may include in a checkDncForNumbers request. Clarified the contactIdField field in <code>getContactRecords</code>.
April 2015	<ul style="list-style-type: none"> Added version 4 of the API. Added these methods: <ul style="list-style-type: none"> getCampaignStrategies setCampaignStrategies Added these data types: <ul style="list-style-type: none"> campaignStrategies campaignStrategy campaignStrategyFilter campaignStrategyPeriod Updated these data types: <ul style="list-style-type: none"> agentPermissionType listDialingMode Added countryCode to basicImportSettings and listUpdateSimpleSettings. Added an exception: WrongListDialingModeFault. Added information about Using Dialing Lists in the E.164 Format.
October 2014	<ul style="list-style-type: none"> Added an important note about formatting phone numbers correctly for international calls. Clarified that for listUpdateSimpleSettings, column numbers start at 0 whereas with <code>listUpdateSettings</code>, column numbers start at 1. Corrected the description of updateCRM.
August 2014	<ul style="list-style-type: none"> Clarified the description of userSkill.level.

Release	Changes
July 2014	<ul style="list-style-type: none"> • Clarified importTrouble, importTroubleKind, and AddRecordToListFault. • Clarified initialCallPriority and maxCharges. • Added a note in Reports about the time zone used in reports obtained with the API.
June 2014	<ul style="list-style-type: none"> • Added information about Web Services API: Web Services Platform and Differences Among API Versions. • Added the addRecordToListSimple method. • Clarified the description of runReport. • Added these data types: <ul style="list-style-type: none"> – importTrouble – importTroubleKind – listUpdateSimpleSettings • Updated these data types: <ul style="list-style-type: none"> – agentPermissionType – apiOperationType – basicImportResult – basicImportSettings – ivrScriptSchedule – passwordPolicyEntries – passwordPolicyEntryValue – passwordPolicies – supervisorPermissionType – contactFieldRestriction • Updated these methods: <ul style="list-style-type: none"> – getContactFields – modifyContactField – setDefaultIVRSchedule • Added these exceptions: <ul style="list-style-type: none"> – AddRecordToListFault – CommonCampaignFault

Chapter 1

About the Five9 Configuration Web Services API

The Five9 Configuration Web Services enable you to build secure applications to access, configure, manage, and synchronize call center information with work flow-management systems, such as lead management, CRM, and ERP systems.

This guide is intended for developers who understand these technologies and protocols:

- Client-server architecture and Web services
- SOAP, HTTP, and XML
- JSP, ASP, CGI, or Perl
- Computer-telephony integration concepts, processes, events, and call routing
- Overall call center integration and configuration

Web Services Platform

Your client send Web service requests that are acknowledged by Five9 with a Web services response. Your client needs to check periodically for the status and outcome of the operations requested. The Web services API contains the XML-encoded SOAP methods used to communicate with your client application.

Five9 recommends that you use the latest version. Previous versions are still supported but are not recommended because they do not contain all the features. *Five9username* is the user name of the administrator:

Note In the rest of this guide, the features that apply to versions 2 through 4 are highlighted.

- **Version 4** (9.0 release): <https://api.five9.com/wsadmin/v4/AdminWebService?wsdl&user=<Five9username>>
- **Version 3** (8.2 release): <https://api.five9.com/wsadmin/v3/AdminWebService?wsdl&user=<Five9username>>
- **Version 2**: <https://api.five9.com/wsadmin/v2/AdminWebService?wsdl&user=<Five9username>>

- Default version: `https://api.five9.com/wsadmin/AdminWebService?wsdl&user=<Five9username>`

To ensure that connections are secure, send all requests by Transport Layer Security protocol (HTTPS) or VPN (IPSec or SSH) to the URL for your version, for example:

`https://api.five9.com/wsadmin[/<version>] /AdminWebService`

Differences Among API Versions

The versions are identical except for the differences listed in this table.

	Version 4	Version 3	Version 2	Default
Data Types				
agentPermissionType	Added	Added		
<code>apiOperationType</code> (VIVRCREATESESSION)		Added		
<code>basicImportResult</code> (importTroubles , keyFields)		Added		
<code>basicImportSettings</code> (countryCode , failOnFieldParseError)	Added	Added		
campaignStrategies	New			
campaignStrategy	New			
campaignStrategyFilter	New			
campaignStrategyPeriod	New			
<code>contactFieldRestriction</code> (isEnabled)		Deleted	Added	
importTrouble		New		
importTroubleKind		New		
<code>ivrScriptSchedule</code> (chatEnabled , visualModeEnabled)		Added		
<code>listDialingMode</code> (EXTENDED_STRATEGY)	Added			
listUpdateSimpleSettings (countryCode)	Added	New		
passwordPolicies (entryValues)		Modified	Added	Modified
passwordPolicyEntries		Removed	Added	Removed

	Version 4	Version 3	Version 2	Default
passwordPolicyEntryValue		Removed	Added	Removed
supervisorPermissionType (CanViewTextDetailsTab , CanAccessShowFields)		Added		
Methods				
addRecordToListSimple		New		
createContactField		Modified	Modified	Modified
getCampaignStrategies	New			
getContactFields		Modified	Modified	Modified
modifyContactField		Modified	Modified	Modified
setCampaignStrategies	New			
setDefaultIVRSchedule (isVisualModeEnabled , isChatEnabled)		Added		
Exceptions				
AddRecordToListFault		New		
CommonCampaignFault		New		
WrongListDialingModeFault	New			

Basic Access Authentication

Your HTTPS requests must provide valid Five9 credentials for basic access authentication, which is used by the Web services API to enforce access control. The credentials included in the header should be those of an administrator. Five9 recommends that you create several administrator users reserved for the Web Services if you plan to send multiple concurrent requests. Otherwise, if you try to use the same user name and password for multiple concurrent requests, your requests are denied, and you receive an exception.

With HTTP basic authentication, the user name and password are encoded in base 64. In your client, construct your authorization header as follows:

- 1 Concatenate the user name and password, for example:

```
ExampleUsername:ExamplePassword
```


- 2 Encode the string in base 64, for example:
`RXhhbXBsZVVzZXJOYW1lOkV4YW1wbGVQYXNzd29yZA==`
- 3 In your client, include the `Authorization` header with the value `Basic` `<base64-encoded string>`.

Example Web services header with encoded user name and password

```
POST https://api.five9.com/wsadmin/AdminWebService HTTP/1.1
Accept-Encoding: gzip,deflate
Content-Type: text/xml;charset=UTF-8
SOAPAction: ""
Authorization: Basic RXhhbXBsZVVzZXJOYW1lOkV4YW1wbGVQYXNzd29yZA==
```

Chapter 2

Methods

This chapter contains these groups of methods:

Agent Groups	Disposition Configuration
Call Variables	IVR Script
Campaign Configuration	List Management
Campaign Management	Prompt Management
Campaign Profiles	Reason Codes
Connectors	Reports
Contact Fields	Skill Management
Contact Management	Session Information
Domain Limits	User Management
Dialing Rules	User Profiles
	VCC Configuration

Agent Groups

[createAgentGroup](#)
[deleteAgentGroup](#)
[getAgentGroup](#)
[getAgentGroups](#)
[modifyAgentGroup](#)

createAgentGroup

Use this method to create an agent group. The group can be empty or contain agents.

createAgentGroup.

Parameter	Type	Description
group	agentGroup	Information about the group to create.

[createAgentGroupResponse.](#)

Parameter	Type	Description
group	agentGroup	Information about the created group.

deleteAgentGroup

Use this method to delete an agent group. Agents in the group are not deleted.

[deleteAgentGroup.](#)

Parameter	Type	Description
groupName	string	Name of the group.

[deleteAgentGroupResponse.](#) This method contains no parameters.

getAgentGroup

Use this method to obtain an agent group.

[getAgentGroup.](#)

Parameter	Type	Description
groupName	string	Name of the group.

[getAgentGroupResponse.](#)

Parameter	Type	Description
return	agentGroup	Information about the group.

getAgentGroups

Use this method to obtain a list of agent groups whose names match a string pattern.

[getAgentGroups.](#)

Parameter	Type	Description
groupNamePattern	string	Name of the group or regular expression. For all agent groups, use this pattern: . *

[getAgentGroupsResponse.](#)

Parameter	Type	Description
return	agentGroup [0..unbounded]	Groups that match the pattern.

modifyAgentGroup

Use this method to modify an agent group.

[modifyAgentGroup.](#)

Parameter	Type	Description
group	agentGroup	Group to be modified with the name of an existing group. If included, the new parameters replace those of the existing group.
addAgents	string [0..unbounded]	List of agent names to be added to the group.
removeAgents	string [0..unbounded]	List of agent names to be removed from the group.

[modifyAgentGroupResponse.](#) This method contains no parameters.

Call Variables

[createCallVariable](#)
[createCallVariablesGroup](#)
[deleteCallVariable](#)
[deleteCallVariablesGroup](#)
[getCallVariables](#)
[getCallVariableGroups](#)
[deleteCallVariablesGroup](#)
[modifyCallVariable](#)
[modifyCallVariablesGroup](#)

createCallVariable

Use this method to create a call variable.

[createCallVariable](#).

Parameter	Type	Description
variable	callVariable	Information about a call variable.

[createCallVariableResponse](#). This method contains no parameters.

createCallVariablesGroup

Use this method to create a call variables group.

[createCallVariablesGroup](#).

Parameter	Type	Description
name	string	Name of call variables group.
description	string	Comment about the group.

[createCallVariablesGroupResponse](#). This method contains no parameters.

deleteCallVariable

Use this method to delete a call variable.

[deleteCallVariable.](#)

Parameter	Type	Description
name	string	Name of call variables group.
groupName	string	Group name of call variable.

[deleteCallVariableResponse.](#) This method contains no parameters.

deleteCallVariablesGroup

Use this method to delete a group of call variables.

[deleteCallVariablesGroup.](#)

Parameter	Type	Description
name	string	Name of call variables group.

[deleteCallVariablesGroupResponse.](#) This method contains no parameters.

getCallVariables

Use this method to obtain information about a group of call variables.

[getCallVariables.](#)

Parameter	Type	Description
namePattern	string	Name of call variables group or regular expression. If omitted, all call variables are returned.
groupName	string	Group name of call variables.

[`getCallVariablesResponse.`](#)

Parameter	Type	Description
return	<code>callVariable</code> [0..unbounded]	Call variables that match the pattern.

[`getCallVariableGroups`](#)

Use this method to obtain information about a group of call variables that match a pattern.

[`getCallVariableGroups.`](#)

Parameter	Type	Description
namePattern	string	Name of call variables group or regular expression. If omitted, all call variables are returned.

[`getCallVariableGroupsResponse.`](#)

Parameter	Type	Description
return	<code>callVariablesGroup</code> [0..unbounded]	Call variables groups that match the pattern.

[`modifyCallVariable`](#)

Use this method to replace a call variable with another of the same name.

[`modifyCallVariable.`](#)

Parameter	Type	Description
variable	<code>callVariable</code>	New configuration for the call variable.

[`modifyCallVariableResponse.`](#) This method contains no parameters.

modifyCallVariablesGroup

Use this method to change the description of a call variables group.

[modifyCallVariablesGroup.](#)

Parameter	Type	Description
name	string	Name of group.
description	string	New description of the group.

[modifyCallVariablesGroupResponse.](#) This method contains no parameters.

Campaign Configuration

[addDispositionsToCampaign](#)

[addDNISToCampaign](#)

[addListsToCampaign](#)

[addSkillsToCampaign](#)

[createAutodialCampaign](#)

[createInboundCampaign](#)

[createOutboundCampaign](#)

[deleteCampaign](#)

[getAutodialCampaign](#)

[getCampaigns](#)

[getCampaignDNISList](#)

[getDNISList](#)

[getInboundCampaign](#)

[getListsForCampaign](#)

[getOutboundCampaign](#)

[modifyCampaignLists](#)

[modifyAutodialCampaign](#)

[modifyInboundCampaign](#)

[modifyOutboundCampaign](#)

[removeDispositionsFromCampaign](#)

[removeDNISFromCampaign](#)

[removeListsFromCampaign](#)

[removeSkillsFromCampaign](#)

[renameCampaign](#)

[setDefaultIVRSchedule](#)

addDispositionsToCampaign

Use this method to add a list of dispositions to a campaign. The dispositions must already be configured.

[addDispositionsToCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
dispositions	string [0..unbounded]	List of dispositions to add to the campaign.
isSkipPreviewDisposition	boolean	For campaigns running in preview mode, whether the dispositions that are added should be used as skip call preview dispositions.

[addDispositionsToCampaignResponse.](#) This method contains no parameters.

addDNISToCampaign

Use this method to add DNIS (Dialed Number Identification Service) numbers to an inbound campaign. A DNIS is a phone number that can be dialed by a caller. When calls are received from that number, the VCC runs the IVR script associated with the campaign to which the DNIS has been added.

[addDNISToCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
DNISList	string [0..unbounded]	List of numbers to add to the campaign.

[addDNISToCampaignResponse.](#) This method contains no parameters.

addListsToCampaign

Use this method to add dialing lists to an outbound campaign. The dialing lists must already be configured.

[addListsToCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
lists	listState [0..unbounded]	Dialing lists to add to the campaign. This data type contains the campaign attributes of each list.

[addListsToCampaignResponse.](#) This method contains no parameters.

[addSkillsToCampaign](#)

Use this method to add skills to an outbound campaign. The skills must already be configured.

[addSkillsToCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
skills	string [0..unbounded]	List of skills to add to the campaign.

[addSkillsToCampaignResponse.](#) This method contains no parameters.

[createAutodialCampaign](#)

Use this method to create an autodial campaign.

[createAutodialCampaign.](#)

Parameter	Type	Description
campaign	autodialCampaign	Attributes of the campaign.

[createAutodialCampaignResponse.](#) This method contains no parameters.

createInboundCampaign

Use this method to create an inbound campaign.

[createInboundCampaign.](#)

Parameter	Type	Description
campaign	inboundCampaign	Attributes of the campaign.

[createInboundCampaignResponse.](#) This method contains no parameters.

createOutboundCampaign

Use this method to create an outbound campaign.

[createOutboundCampaign.](#)

Parameter	Type	Description
campaign	outboundCampaign	Attributes of the campaign.

[createOutboundCampaignResponse.](#) This method contains no parameters.

deleteCampaign

Use this method to delete a campaign.

[deleteCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of the campaign.

[deleteCampaignResponse.](#) This method contains no parameters.

getAutodialCampaign

Use this method to obtain the attributes of an autodial campaign.

getAutodialCampaign.

Parameter	Type	Description
campaignName	string	Name of the campaign.

getAutodialCampaignResponse.

Parameter	Type	Description
return	autodialCampaign	Name of the campaign.

getCampaigns

Use this method to obtain a list of campaigns whose names match a string pattern. If no name is specified, all the existing campaigns in the domain are returned.

getCampaigns.

Parameter	Type	Description
campaignNamePattern	string	Name of the campaign or regular expression that matches several campaign names. For example, for all campaigns, use this pattern: <code>.*</code>
campaignType	campaignType	Type of campaign: inbound, outbound, or autodial.

getCampaignsResponse.

Parameter	Type	Description
return	campaign [0..unbounded]	Name and basic attributes of the campaign.

getCampaignDNISList

Use this method to obtain the list of DNIS associated with a campaign.

getCampaignDNISList.

Parameter	Type	Description
campaignName	string	Name of the campaign.

getCampaignDNISListResponse.

Parameter	Type	Description
return	string [0..unbounded]	List of DNIS associated with the campaign.

getDNISList

Use this method to obtain the list of DNIS for the domain.

getDNISList.

Parameter	Type	Description
selectUnassigned	boolean	Whether to return the list of DNIS unassigned to a campaign: <ul style="list-style-type: none">• True: the list is returned.• False: all DNIS provisioned for the domain are returned.

getDNISListResponse.

Parameter	Type	Description
return	string [0..unbounded]	List of unassigned DNIS associated with the domain.

getInboundCampaign

Use this method to obtain the attributes of an inbound campaign.

[getInboundCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of the campaign.

[getInboundCampaignResponse.](#)

Parameter	Type	Description
return	inboundCampaign	Attributes of the campaign.

getListsForCampaign

Use this method to obtain the attributes of the dialing lists associated with an outbound campaign.

[getListsForCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of the outbound campaign.

[getListsForCampaignResponse.](#)

Parameter	Type	Description
return	listState [0..unbounded]	List and attributes of dialing lists associated with this campaign.

getOutboundCampaign

Use this method to obtain the attributes of an outbound campaign.

[getOutboundCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of the outbound campaign.

[getOutboundCampaignResponse.](#)

Parameter	Type	Description
return	outboundCampaign	Attributes of the campaign.

modifyCampaignLists

Use this method to modify the lists and attributes of dialing lists associated with an outbound campaign.

[modifyCampaignLists.](#)

Parameter	Type	Description
campaignName	string	Name of the outbound campaign.
lists	listState [0..unbounded]	List and attributes of dialing lists associated with this campaign.

[modifyCampaignListsResponse.](#) This method contains no parameters.

modifyAutodialCampaign

Use this method to modify attributes of an autodial campaign.

[modifyAutodialCampaign.](#)

Parameter	Type	Description
campaign	autodialCampaign	Attributes of autodial campaign.

[modifyAutodialCampaignResponse.](#) This method contains no parameters.

modifyInboundCampaign

Use this method to modify attributes of an inbound campaign.

[modifyInboundCampaign.](#)

Parameter	Type	Description
campaign	inboundCampaign	Attributes of inbound campaign.

[modifyInboundCampaignResponse.](#) This method contains no parameters.

modifyOutboundCampaign

Use this method to modify attributes of an outbound campaign.

[modifyOutboundCampaign.](#)

Parameter	Type	Description
campaign	outboundCampaign	Attributes of outbound campaign.

[modifyOutboundCampaignResponse.](#) This method contains no parameters.

removeDispositionsFromCampaign

Use this method to remove dispositions from a campaign.

[removeDispositionsFromCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
dispositions	string [0..unbounded]	List of dispositions to remove from this campaign.

[removeDispositionsFromCampaignResponse.](#) This method contains no parameters.

removeDNISFromCampaign

Use this method to remove a DNIS from a campaign. When calls are received at that number after it has been removed from a campaign, the VCC plays a recording indicating that the number is out of service.

[removeDNISFromCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
DNISList	string [0..unbounded]	List of DNIS to remove from this campaign.

[removeDNISFromCampaignResponse.](#) This method contains no parameters.

removeListsFromCampaign

Use this method to remove dialing lists from an outbound campaign.

[removeListsFromCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
lists	string [0..unbounded]	List of dialing lists to remove from this campaign.

[removeListsFromCampaignResponse.](#) This method contains no parameters.

removeSkillsFromCampaign

Use this method to remove skills from an outbound campaign.

[removeSkillsFromCampaign.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
skills	string [0..unbounded]	List of skills to remove from this campaign.

[removeSkillsFromCampaignResponse](#). This method contains no parameters.

renameCampaign

Use this method to rename a campaign.

[renameCampaign](#).

Parameter	Type	Description
campaignName	string	Name of campaign.
campaignNewName	string	New name of campaign.

[renameCampaignResponse](#). This method contains no parameters.

setDefaultIVRSchedule

Use this method to assign a default IVR script to a campaign.

[setDefaultIVRSchedule](#).

Parameter	Type	Description
campaignName	string	Name of campaign.
scriptName	string	Name of the script.
params	scriptParameterValue [0..unbounded]	List of external variables to set for the IVR script before executing the script.
isVisualModeEnabled Version 3	boolean	Whether Visual IVR is enabled in the campaign schedule.
isChatEnabled Version 3	boolean	Whether chat is enabled in the campaign schedule.

[setDefaultIVRScheduleResponse](#). This method contains no parameters.

Campaign Management

[forceStopCampaign](#)
[getCampaignState](#)
[getCampaignStrategies](#)
[getDispositionsImportResult](#)
[resetCampaign](#)
[resetCampaignDispositions](#)
[resetListPosition](#)

[setCampaignStrategies](#)
[startCampaign](#)
[stopCampaign](#)
[updateDispositions](#)
[updateDispositionsCsv](#)
[updateDispositionsFtp](#)

forceStopCampaign

Use this method to stop a campaign, which immediately disconnects all active calls.

[forceStopCampaign](#).

Parameter	Type	Description
campaignName	string	Name of campaign.

[forceStopCampaignResponse](#). This method contains no parameters.

getCampaignState

Use this method to obtain the state of a campaign and to track changes in the state of a campaign by using long polling. The method returns the updated state or the current state after the time-out.

[getCampaignState](#).

Parameter	Type	Description
campaignName	string	Name of campaign.
waitUntilChange	long	Optional duration in seconds to wait for changes. If omitted, the response is returned immediately.

[getCampaignStateResponse.](#)

Parameter	Type	Description
return	campaignState	Current state of the campaign, which may be running, not running, starting, or stopping.

getCampaignStrategies

Version 4

Use this method to obtain a list of strategies for the specified campaign.

[getCampaignStrategies.](#)

Parameter	Type	Description
campaignName	string	Name of campaign.

[getCampaignStrategiesResponse.](#)

Parameter	Type	Description
return	campaignStrategies	List of strategies.

getDispositionsImportResult

Use this method to obtain details about the imported dispositions.

[getDispositionsImportResult.](#)

Parameter	Type	Description
identifier	importIdentifier	Identifier of the import session, which was returned in the response to the import request.

[`getDispositionsImportResultResponse.`](#)

Parameter	Type	Description
return	<code>dispositionsImportResult</code>	Result of disposition import operation.

resetCampaign

Use this method to make the campaign redial every number, except for numbers on the Do-Not-Call list.

[`resetCampaign.`](#)

Parameter	Type	Description
campaignName	string	Name of campaign.

[`resetCampaignResponse.`](#) This method contains no parameters.

resetCampaignDispositions

Use this method to reset the dispositions of the campaign list records that match the dispositions. Calls that occurred during the date and time interval are reset so that the contacts can be dialed again if their disposition included in the list of dispositions.

[`resetCampaignDispositions.`](#)

Parameter	Type	Description
campaignName	string	Name of campaign.
dispositions	string [0..unbounded]	List of dispositions to reset.
after	dateTime	Start time of the call interval. The start time is not included in the interval.
before	dateTime	End time of the call interval. The end time is not included in the interval.

[`resetCampaignDispositionsResponse.`](#) This method contains no parameters.

resetListPosition

Use this method to reset to the beginning the dialing lists position of an outbound campaign. By default, the dialer attempts to dial all the records in campaign lists before restarting. In some cases, you may need to start dialing from the beginning of the lists. To do so, use the `resetListPosition` method to reset campaign lists position to the first record in the dialing lists, based on the record order at list upload.

[`resetListPosition`](#).

Parameter	Type	Description
campaignName	string	Name of campaign.

[`resetListPositionResponse`](#). This method contains no parameters.

setCampaignStrategies

Version 4

Use this method to update the strategies for the specified campaign.

[`setCampaignStrategies`](#).

Parameter	Type	Description
campaignName	string	Name of campaign.
campaignStrategies	<code>campaignStrategie</code> <code>s</code>	List of updated strategies.

[`setCampaignStrategiesResponse`](#). This method contains no parameters.

startCampaign

Use this method to start a campaign.

[`startCampaign`](#).

Parameter	Type	Description
campaignName	string	Name of campaign.

[startCampaignResponse](#). This method contains no parameters.

stopCampaign

Use this method to stop a campaign.

[stopCampaign](#).

Parameter	Type	Description
campaignName	string	Name of campaign.

[stopCampaignResponse](#). This method contains no parameters.

updateDispositions

Use this method to update disposition values of a campaign. Records are passed as a two-dimensional array (collection of strings).

[updateDispositions](#).

Parameter	Type	Description
campaignName	string	Name of campaign.
DispositionsUpdateSettings	dispositionsUpdateSettings	Update settings. <i>Note Initial uppercase letter.</i>
importData	importData	List of dispositions to be imported.

[updateDispositionsResponse](#).

Parameter	Type	Description
return	importIdentifier	Identifier for the requested dispositions import. This identifier can be used to check import status and outcome.

updateDispositionsCsv

Use this method to update disposition values of a campaign. Records are passed as a string of comma-separated values.

updateDispositionsCsv.

Parameter	Type	Description
campaignName	string	Name of campaign.
DispositionsUpdateSettings	dispositionsUpdateSettings	Update settings. <i>Note Initial uppercase letter.</i>
csvData	string	List of dispositions to be imported in CSV format.

updateDispositionsCsvResponse.

Parameter	Type	Description
return	importIdentifier	Identifier for the requested dispositions import. This identifier can be used to check import status and outcome.

updateDispositionsFtp

Use this method to schedule an update of disposition values for a campaign, based on data contained in a file obtained from an FTP server.

updateDispositionsFtp.

Parameter	Type	Description
campaignName	string	Name of campaign.
updateSettings	dispositionsUpdateSettings	Update settings.
ftpSettings	ftpImportSettings	FTP settings.

updateDispositionsFtpResponse. This method contains no parameters.

Campaign Profiles

[createCampaignProfile](#)
[deleteCampaignProfile](#)
[getCampaignProfiles](#)
[getCampaignProfileDispositions](#)
[getCampaignProfileFilter](#)
[modifyCampaignProfile](#)
[modifyCampaignProfileCrmCriteria](#)
[modifyCampaignProfileFilterOrder](#)
[modifyCampaignProfileDispositions](#)

createCampaignProfile

Use this method to create a campaign profile.

[createCampaignProfile.](#)

Parameter	Type	Description
campaignProfile	campaignProfileInfo	Configuration of a campaign profile.

[createCampaignProfileResponse.](#)

Parameter	Type	Description
return	campaignProfileInfo	New campaign profile.

deleteCampaignProfile

Use this method to delete a campaign profile.

[deleteCampaignProfile.](#)

Parameter	Type	Description
profileName	string	Name of campaign profile.

[deleteCampaignProfileResponse.](#) This method contains no parameters.

getCampaignProfiles

Use this method to obtain information about campaign profiles that match a pattern.

[getCampaignProfiles.](#)

Parameter	Type	Description
namePattern	string	Name of campaign profile or regular expression. If omitted, all profiles are returned.

[getCampaignProfilesResponse.](#)

Parameter	Type	Description
return	campaignProfileInfo [0..unbounded]	Campaign profiles that match the pattern.

getCampaignProfileDispositions

Use this method to obtain information about the dispositions of a campaign profile.

[getCampaignProfileDispositions.](#)

Parameter	Type	Description
profileName	string	Name of campaign profile.

[getCampaignProfileDispositionsResponse.](#)

Parameter	Type	Description
return	dispositionCount [0..unbounded]	Dispositions for the profile.

getCampaignProfileFilter

Use this method to obtain information about the filter of a campaign profile.

[getCampaignProfileFilter.](#)

Parameter	Type	Description
profileName	string	Name of campaign profile.

[getCampaignProfileFilterResponse.](#)

Parameter	Type	Description
return	campaignProfileFilter	Filter configuration for the profile.

modifyCampaignProfile

Use this method to modify a campaign profile.

[modifyCampaignProfile.](#)

Parameter	Type	Description
campaignProfile	campaignProfileInfo	Configuration of campaign profile.

[modifyCampaignProfileResponse.](#) This method contains no parameters.

modifyCampaignProfileCrmCriteria

Use this method to modify the CRM filters of a campaign profile.

[modifyCampaignProfileCrmCriteria.](#)

Parameter	Type	Description
profileName	string	Name of campaign profile.
grouping	crmCriteriaGrouping	Filter relationship between the criteria.
addCriteria	campaignFilterCriteria [0..unbounded]	Criteria to add to the profile.
removeCriteria	campaignFilterCriteria [0..unbounded]	Criteria to remove from profile.

[modifyCampaignProfileCrmCriteriaResponse](#). This method contains no parameters.

modifyCampaignProfileFilterOrder

Use this method to configure the criteria by which to dial the records of a campaign profile.

[modifyCampaignProfileFilterOrder](#).

Parameter	Type	Description
campaignProfile	string	Name of campaign profile.
addOrderByField	orderByField [0..unbounded]	List, priority, and order of columns to sort.
removeOrderByField	string [0..unbounded]	Name of the contact field to remove from the filter order.

[modifyCampaignProfileFilterOrderResponse](#). This method contains no parameters.

modifyCampaignProfileDispositions

Use this method to configure the disposition count limits for a campaign. If a campaign with this profile reaches the maximum count for a disposition, the campaign stops automatically.

[modifyCampaignProfileDispositions](#).

Parameter	Type	Description
profileName	string	Name of campaign profile.
addDispositionCounts	dispositionCount [0..unbounded]	Limits for the number of dispositions.
removeDispositionCounts	dispositionCount [0..unbounded]	Disposition limits to remove from the profile.

[modifyCampaignProfileDispositionsResponse](#). This method contains no parameters.

Connectors

Connectors enable you to transfer information about a call to a third-party service when one of these events occurs:

- A contact record is selected.
- A call is accepted, disconnected, or assigned a disposition.
- A preview record is delivered to the agent.
- The agent initiates a warm transfer.
- The connector can be manually launched by the agent.

[createWebConnector](#)
[deleteWebConnector](#)
[getWebConnectors](#)
[modifyWebConnector](#)

createWebConnector

Use this method to create a Web connector.

[createWebConnector](#).

Parameter	Type	Description
connector	webConnector	Name and configuration of Web connector.

[createWebConnectorResponse](#). This method contains no parameters.

deleteWebConnector

Use this method to delete a Web connector.

[deleteWebConnector](#).

Parameter	Type	Description
name	string	Name of Web connector.

[deleteWebConnectorResponse](#). This method contains no parameters.

getWebConnectors

Use this method to obtain the configuration of Web connectors.

[getWebConnectors.](#)

Parameter	Type	Description
namePattern	string	Regular expression. If omitted, all objects are returned.

[getWebConnectorsResponse.](#)

Parameter	Type	Description
return	webConnector [0..unbounded]	Web connectors that match the name pattern.

modifyWebConnector

Use this method to modify a Web connector.

[modifyWebConnector.](#)

Parameter	Type	Description
connector	webConnector	Name and configuration of Web connector.

[modifyWebConnectorResponse.](#) This method contains no parameters.

Contact Fields

[createContactField](#)
[deleteContactField](#)
[getContactFields](#)
[modifyContactField](#)

createContactField

Use this method to create custom contact fields. When creating contact fields, campaigns must not be running.

[createContactField.](#)

Parameter	Type	Description
field	contactField	New contact field.

[createContactFieldResponse.](#) This method contains no parameters.

deleteContactField

Use this method to delete a contact field. When deleting contact fields, campaigns must not be running.

[deleteContactField.](#)

Parameter	Type	Description
fieldName	string	Name of contact field.

[deleteContactFieldResponse.](#) This method contains no parameters.

getContactFields

Use this method to obtain the configuration of contact fields.

[getContactFields.](#)

Parameter	Type	Description
namePattern	string	Regular expression. If omitted, all objects are returned.

[getContactFieldsResponse.](#)

Parameter	Type	Description
return	contactField [0..unbounded]	Contact fields that match the name pattern.

modifyContactField

Use this method to modify a contact field. When modifying contact fields, campaigns must not be running.

[modifyContactField.](#)

Parameter	Type	Description
field	contactField	Contact field configuration.

[modifyContactFieldResponse.](#) This method contains no parameters.

Contact Management

You can add and update contact database records in XML or CSV format.

[asyncUpdateCrmRecords](#)
[deleteFromContacts](#)
[deleteFromContactsCsv](#)
[deleteFromContactsFtp](#)
[getContactRecords](#)

[getCrmImportResult](#)
[updateContacts](#)
[updateContactsCsv](#)
[updateContactsFtp](#)
[updateCrmRecord](#)

asyncUpdateCrmRecords

Use this method to update multiple records in the Contact database.

[asyncUpdateCrmRecords.](#)

Parameter	Type	Description
crmUpdateSettings	crmUpdateSettings	Update options.
importData	importData	List of records to update.

[asyncUpdateCrmRecordsResponse.](#)

Parameter	Type	Description
return	importIdentifier	Identifier for the request. This identifier can be used to check status and result.

deleteFromContacts

Use this method to delete records from the Contact database based on the specified import settings. Records are passed as a two-dimensional string array.

deleteFromContacts.

Parameter	Type	Description
crmDeleteSettings	crmDeleteSettings	Deletion options.
importData	importData	List of XML-formatted records to delete.

deleteFromContactsResponse.

Parameter	Type	Description
return	importIdentifier	Identifier for the request. This identifier can be used to check status and result.

deleteFromContactsCsv

Use this method to delete records from the Contact database based on the specified import settings. Records are passed as a two-dimensional string array.

deleteFromContactsCsv.

Parameter	Type	Description
crmDeleteSettings	crmDeleteSettings	Deletion options.
csvData	string	List of CSV-formatted records to delete.

deleteFromContactsCsvResponse.

Parameter	Type	Description
return	importIdentifier	Identifier for the request. This identifier can be used to check status and result.

deleteFromContactsFtp

Use this method to schedule a deletion of contact records by FTP. For more information about the format of the file obtained from the FTP server, refer to the [Administrator's Guide](#).

Important Use this method to delete batches of contacts during off-peak periods. Otherwise, to delete single contacts while an outbound campaign is running, use the `deleteFromContacts` method instead to avoid performance issues.

`deleteFromContactsFtp`.

Parameter	Type	Description
DeleteSettings	crmDeleteSettings	Deletion options.
ftpSettings	ftpImportSettings	FTP settings.

`deleteFromContactsFtpResponse`. This method contains no parameters.

getContactRecords

Use this method to retrieve one or more records from the Five9 VCC Contact database.

`getContactRecords`.

Parameter	Type	Description
lookupCriteria	crmLookupCriteria	Search criteria.

`getContactRecordsResponse`.

Parameter	Type	Description
return	contactsLookupResult	Description of the results.

getCrmlImportResult

Use this method to obtain the result of the Contact records import process.

[getCrmlImportResult.](#)

Parameter	Type	Description
identifier	importIdentifier	Identifier for the imported data.

[getCrmlImportResultResponse.](#)

Parameter	Type	Description
return	crmImportResult	Description of the results.

updateContacts

Use this method to update batches of CRM records in the Contact database. Records are passed as a two-dimensional string array. The method returns an `importIdentifier` object that you can use to query the import status and result.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To update single records while an outbound campaign is running, use `updateCrmRecord` instead.

[updateContacts.](#)

Parameter	Type	Description
crmUpdateSettings	crmUpdateSettings	Options that determine how contact records are updated.
importData	importData	XML-formatted data to import.

[updateContactsResponse.](#)

Parameter	Type	Description
return	importIdentifier	Identifier for the imported data. This identifier can be used to check import status and result.

updateContactsCsv

Use this method to update batches of CRM records in CSV format to the Contact database. Records are passed as a two-dimensional string array. The method returns an `importIdentifier` object that you can use to query the import status and result.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To update single records while an outbound campaign is running, use `updateCrmRecord` instead.

updateContactsCsv.

Parameter	Type	Description
<code>crmUpdateSettings</code>	crmUpdateSettings	Options that determine how contact records are updated.
<code>csvData</code>	<code>string</code>	Data in CSV format to be imported to the Contacts database.

updateContactsCsvResponse.

Parameter	Type	Description
<code>return</code>	importIdentifier	Identifier for the imported data. This identifier can be used to check import status and result.

updateContactsFtp

Use this method to import batches of records by using FTP. For information about the format of the file obtained from the FTP server, see the [Administrator's Guide](#).

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To update single records while an outbound campaign is running, use `updateCrmRecord` instead.

updateContactsFtp.

Parameter	Type	Description
<code>updateSettings</code>	crmUpdateSettings	Options that determine how contact records are updated.

Parameter	Type	Description
ftpSettings	ftpImportSettings	FTP settings.

[updateContactsFtpResponse](#). This method contains no parameters.

updateCrmRecord

Use this method to update single records.

[updateCrmRecord](#).

Parameter	Type	Description
crmUpdateSettings	crmUpdateSettings	Options that determine how contact records are updated.
record	recordData	Contact record to be updated.

[updateCrmRecordResponse](#).

Parameter	Type	Description
return	crmImportResult	Result of the update request.

Domain Limits

For security reasons, Five9 has implemented default limits for each type of Web Services request. Each batch transaction can contain a maximum of 10,000 records. If you require higher limits for some types of requests, contact Five9 Customer Support.

Types of API Requests with Examples	Maximum		
	Minute	Hour	Day
Obtaining information from the Five9 domain getContactRecords, getDispositions, getDNISList, getListsForCampaign, getUserInfo	120	7200	172800

Types of API Requests with Examples	Maximum		
	Minute	Hour	Day
Creating, modifying, or deleting values or objects addListsToCampaign, createList, createOutboundCampaign, deleteList, modifyCampaignLists	120	7200	172800
Importing single records addRecordToList, deleteRecordFromList, updateCrmRecord	120	7200	172800
Importing multiple records asynchronously asyncAddRecordsToList, asyncDeleteRecordsFromList, asyncUpdateCrmRecords	20	1000	2000
Generating reports runReport	1	4	96
Uploading or updating list with batch transactions addNumbersToDnc, addToList, deleteFromList, updateContacts, updateDispositions	1	4	96

getCallCountersState

Use this method to obtain your domain's request limits.

[getCallCountersState](#). This method contains no parameters.

[getCallCountersStateResponse](#).

Parameter	Type	Description
return	limitTimeoutState	Collection of limits for different request types.

Dialing Rules

[getDialingRules](#)

[setDialingRules](#)

getDialingRules

Use this method to obtain details about existing dialing rules.

[getDialingRules.](#)

Parameter	Type	Description
namePattern	string	Optional regular expression that matches one or more dialing rules. If omitted, all objects are returned.

[getDialingRulesResponse.](#)

Parameter	Type	Description
return	dialingRule [0..unbounded]	Configuration details of dialing rules.

setDialingRules

Use this method to create, modify, or delete dialing rules.

[setDialingRules.](#)

Parameter	Type	Description
setRules	dialingRule [0..unbounded]	Dialing rules to create or modify. If a rule exists with the same name, it is replaced with the new configuration.
removeRules	string [0..unbounded]	Names of the dialing rules to delete.

[setDialingRulesResponse.](#) This method contains no parameters.

Disposition Configuration

[createDisposition](#)
[getDisposition](#)
[getDispositions](#)
[modifyDisposition](#)
[removeDisposition](#)

[renameDisposition](#)

createDisposition

Use this method to create a disposition.

[createDisposition.](#)

Parameter	Type	Description
disposition	disposition	Name and attributes of the disposition.

[createDispositionResponse.](#) This method contains no parameters.

getDisposition

Use this method to obtain the attributes of a disposition.

[getDisposition.](#)

Parameter	Type	Description
dispositionName	string	Name of disposition.

[getDispositionResponse.](#)

Parameter	Type	Description
return	disposition	Name and attributes of disposition.

getDispositions

Use this method to obtain the attributes of the dispositions that match a name pattern.

[getDispositions.](#)

Parameter	Type	Description
dispositionNamePattern	string	Name pattern to be compared to the disposition names in the domain.

[getDispositionsResponse.](#)

Parameter	Type	Description
return	disposition [0..unbounded]	Attributes of the dispositions that match the pattern.

modifyDisposition

Use this method to modify the attributes of a disposition.

[modifyDisposition.](#)

Parameter	Type	Description
disposition	disposition	Name and attributes of disposition.

[modifyDispositionResponse.](#) This method contains no parameters.

removeDisposition

Use this method to remove a disposition from the configuration.

[removeDisposition.](#)

Parameter	Type	Description
dispositionName	string	Name of the disposition.

[removeDispositionResponse.](#) This method contains no parameters.

renameDisposition

Use this method to rename a disposition.

[renameDisposition.](#)

Parameter	Type	Description
dispositionName	string	Name of the disposition.
dispositionNewName	string	New name of the disposition.

[renameDispositionResponse](#). This method contains no parameters.

IVR Script

User profiles simplify the task of configuring large numbers of users by enabling you to assign the same permissions and skills to all members of a group.

[createIVRScript](#)
[deleteIVRScript](#)
[getIVRScripts](#)
[modifyIVRScript](#)

createIVRScript

Use this method to create an IVR script. To add details, use [modifyIVRScript](#).

[createIVRScript](#).

Parameter	Type	Description
name	string	Name of script.

[createIVRScriptResponse](#).

Parameter	Type	Description
return	ivrScriptDef	Name and description of script.

deleteIVRScript

Use this method to delete an IVR script.

[deleteIVRScript](#).

Parameter	Type	Description
name	string	Name of script.

[deleteIVRScriptResponse](#). This method contains no parameters.

getIVRScripts

Use this method to obtain information about IVR scripts.

[getIVRScripts.](#)

Parameter	Type	Description
namePattern	string	Regular expression for the script names. If omitted, all objects are returned.

[getIVRScriptsResponse.](#)

Parameter	Type	Description
return	ivrScriptDef [0..unbounded]	Name and description of scripts.

modifyIVRScript

Use this method to modify an IVR script.

[modifyIVRScript.](#)

Parameter	Type	Description
scriptDef	ivrScriptDef	Name and description of scripts.

[modifyIVRScriptResponse.](#) This method contains no parameters.

List Management

You can create, delete, and modify dialing lists. You can add, modify, or delete records to/from a list.

addNumbersToDnc	deleteAllFromList
addRecordToList	deleteFromList
addRecordToListSimple	deleteFromListCsv
addToList	deleteFromListFtp
addToListCsv	deleteList
addToListFtp	deleteRecordFromList
asyncAddRecordsToList	getListImportResult
asyncDeleteRecordsFromList	getListsInfo
checkDncForNumbers	isImportRunning
createList	removeNumbersFromDnc

Using Dialing Lists in the E.164 Format

If your domain is not enabled for the E.164 format for international phone numbers, your agents must enter 10 digits to conform to the [North American Numbering Plan](#). This section does not apply to you.

If your domain is enabled for the E.164 format, your agents need to enter phone numbers for all calls according to your configuration: in your national format or up to 15 digits, starting with the plus (+) sign and the country code.

The E.164 format is used to route calls, process lists, and display numbers in your applications and reports. When you upload a list, all non-numeric characters, such as dots, dashes, spaces, and parentheses, and the country prefix are removed. Numbers are stored in the E.164 format, starting with the plus sign.

You may also configure in the VCC a national phone number format. In this case, you can upload lists that contain numbers in E.164 format, in your national format, or both. If you do not specify a format, the VCC uses the E.164 format for all numbers. For more information, see the [Basic Administrator's Guide](#). For example, if you operate in the UK, these numbers are processed as follows:

Phone number format	How the number is processed
International format	<ol style="list-style-type: none"> 1 Belgium phone number is added to a list: 0032.20.3456.7899 2 Phone number is processed in VCC: International prefix (00) and non-numeric characters are removed. Plus sign is added. 3 Stored number: +322034567899
National format	<ol style="list-style-type: none"> 1 UK phone number is added to a list: 02034567899 2 Phone number is processed in VCC: National prefix (0) and non-numeric characters are removed. UK country code and the plus sign are added. 3 Stored number: +442034567899
No specified format	Number stored in E.164 format.

addNumbersToDnc

Use this method to add phone numbers to the domain-wide do-not-call (DNC) list. Because these lists are typically very large, you can import them only from 11:00 PM – 6:00 AM Pacific Time. If you use this method at other times, you receive an exception.

addNumbersToDnc.

Parameter	Type	Description
numbers	string [0..unbounded]	List of numbers to add to the list.

addNumbersToDncResponse.

Parameter	Type	Description
return	int	Number of records added to the DNC list.

addRecordToList

Use this method to add a record to a list. If a corresponding record does not already exist in the contact database, a new record is added. Otherwise, the existing record is updated based on the options settings.

Important To import large numbers of records, use `addToList` or `addToListCsv`.

[addRecordToList.](#)

Parameter	Type	Description
listName	string	Name of list.
listUpdateSettings	listUpdateSettings	List update settings.
record	recordData	Data to import.

[addRecordToListResponse.](#)

Parameter	Type	Description
return	listImportResult	Result of the addition.

[addRecordToListSimple](#)

Version 3

Use this method to add a record to a list instead of **addRecordToList** if you need only a few parameters. Because this method is simpler, it is faster than **addRecordToList**. If a corresponding record does not exist in the contact database, a new record is added. Otherwise, the existing record is updated according to the parameters.

Important To import large numbers of records, use `addToList` or `addToListCsv`.

[addRecordToListSimple.](#)

Parameter	Type	Description
listName	string	Name of list.
listUpdateSimpleSettings	listUpdateSimpleSettings	List update settings.
record	recordData	Data to import.

[addRecordToListSimpleResponse.](#) This method contains no parameters.

[addToList](#)

Use this method to import large numbers of list records into a list. Depending on the settings, importing records may affect the contact database records. Records are passed

as a two-dimensional array (collection of strings). The method returns an identifier object that you can use to query the import status and result.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To insert single records while an outbound campaign is running, use `addRecordToList` instead.

`addToList.`

Parameter	Type	Description
<code>listName</code>	<code>string</code>	Name of list.
<code>listUpdateSettings</code>	listUpdateSetting s	List update settings.
<code>importData</code>	importData	Data to import.

`addToListResponse.`

Parameter	Type	Description
<code>return</code>	importIdentifier	Identifier for the imported data. Can be used to check import status and result.

`addToListCsv`

You can import batches of records into a list, according to specified import settings. Depending on options settings, importing records may affect the contact database records. Records are passed as a string of comma-separated values. The method returns an identifier object that you can use to query the import status and result.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To insert single records while an outbound campaign is running, use `addRecordToList` instead.

`addToListCsv.`

Parameter	Type	Description
<code>listName</code>	<code>string</code>	Name of list.
<code>listUpdateSettings</code>	listUpdateSetting s	List update settings.

Parameter	Type	Description
csvData	string	Data to import. Fields are separated by commas; records are separated by new lines.

[addToListCsvResponse.](#)

Parameter	Type	Description
return	importIdentifier	Identifier for the imported data. Can be used to check import status and result.

addToListFtp

Use this method to schedule an import of list records by FTP. Depending on options settings, importing records may affect the Contact Database records. Records are passed as a string of comma-separated values. The method returns an identifier object that you can use to query the import status and result. For more information about the format of the file obtained from the FTP server, refer to the [Administrator's Guide](#).

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To insert single records while an outbound campaign is running, use `addRecordToList` instead.

[addToListFtp.](#)

Parameter	Type	Description
listName	string	Name of list.
updateSettings	listUpdateSettings	List update settings.
ftpSettings	ftpImportSettings	FTP settings.

[addToListFtpResponse.](#) This method contains no parameters.

asyncAddRecordsToList

Use this method to add up to 100 records to a list. If the records do not already exist in the Contact Database, they are added. Otherwise, the existing records are updated based on the settings.

Important To insert a large number of records, use `addToList` or `addToListCsv`.

asyncAddRecordsToList.

Parameter	Type	Description
listName	string	Name of list.
listUpdateSettings	listUpdateSettings	List update settings.
importData	importData	Data to import in XML format.

asyncAddRecordsToListResponse.

Parameter	Type	Description
return	importIdentifier	Identifier for the imported data. Can be used to check import status and result.

asyncDeleteRecordsFromList

Use this method to remove multiple records from a list. The corresponding contact database records are deleted.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To delete a large number of records, use `deleteFromList` or `deleteFromListCsv` instead.

asyncDeleteRecordsFromList.

Parameter	Type	Description
listName	string	Name of list.
listDeleteSettings	listDeleteSettings	List update settings.
importData	importData	Records to be deleted.

[`asyncDeleteRecordsFromListResponse.`](#)

Parameter	Type	Description
return	<code>importIdentifier</code>	Identifier for the imported data. Can be used to check import status and result.

checkDncForNumbers

Use this method to check whether phone numbers are part of a DNC list. The response contains the numbers found in the DNC list.

[`checkDncForNumbers.`](#)

Parameter	Type	Description
numbers	string [0..unbounded]	List of numbers to search in the DNC list. You may include up to 36000 phone numbers in a request.

[`checkDncForNumbersResponse.`](#)

Parameter	Type	Description
return	string [0..unbounded]	Numbers found in the DNC list.

createList

Use this method to create a dialing list.

[`createList.`](#)

Parameter	Type	Description
listName	string	Name of list.

[`createListResponse.`](#) This method contains no parameters.

deleteAllFromList

Use this method to remove all records from a list.

[deleteAllFromList.](#)

Parameter	Type	Description
listName	string	Name of list.
reportEmail	string	Email address for the deletion report.

[deleteAllFromListResponse.](#)

Parameter	Type	Description
return	importIdentifier	Identifier for the deleted data. Can be used to check import status and result.

deleteFromList

Use this method to delete records from a list.

[deleteFromList.](#)

Parameter	Type	Description
listName	string	Name of list.
listDeleteSettings	listDeleteSettings	List deletion settings.
importData	importData	Records to delete from the list.

[deleteFromListResponse.](#)

Parameter	Type	Description
return	importIdentifier	Identifier for the deleted data. Can be used to check import status and result.

deleteFromListCsv

Use this method to remove all records from a list. Records are passed as a string of comma-separated values.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To delete a single record while an outbound campaign is running, use `deleteRecordFromList` instead.

deleteFromListCsv.

Parameter	Type	Description
listName	string	Name of list.
listDeleteSettings	listDeleteSetting s	List deletion settings.
csvData	string	Records to remove from the list in CSV format.

deleteFromListCsvResponse.

Parameter	Type	Description
return	importIdentifier	Identifier for the deleted data. Can be used to check import status and result.

deleteFromListFtp

Use this method to schedule a deletion of list records by FTP. For more information about the format of the file obtained from the FTP server, refer to the [Administrator's Guide](#).

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To delete a single record while an outbound campaign is running, use `deleteRecordFromList` instead.

deleteFromListFtp.

Parameter	Type	Description
listName	string	Name of list.
deleteSettings	listDeleteSetting s	List deletion settings.

Parameter	Type	Description
ftpSettings	ftpImportSettings	FTP settings.

[deleteFromListFtpResponse](#). This method contains no parameters.

deleteList

Use this method to delete a list from the Five9 VCC configuration. Although the list is deleted, the contact records remain in the Contact database.

[deleteList](#).

Parameter	Type	Description
listName	string	Name of list.

[deleteListResponse](#). This method contains no parameters.

deleteRecordFromList

Use this method to remove a record from a list. Depending on the settings, the corresponding Contact Database record may be updated or deleted.

Important Because this method affects the performance of the dialer, use this method only during off-peak periods. To delete a large number of records, use `deleteFromList` or `deleteFromListCsv` instead.

[deleteRecordFromList](#).

Parameter	Type	Description
listName	string	Name of list.
listDeleteSettings	listDeleteSetting s	List deletion settings.
record	recordData	Records to delete from the list.

[deleteRecordFromListResponse.](#)

Parameter	Type	Description
return	listImportResult	Result of the deletion.

getListImportResult

Use this method to obtain the detailed outcome of a list import. The import is identified by the `identifier` object returned in the list import response.

[getListImportResult.](#)

Parameter	Type	Description
identifier	importIdentifier	Identifier returned in one of the import responses.

[getListImportResultResponse.](#)

Parameter	Type	Description
return	listImportResult	Detailed description of the import results.

getListsInfo

Use this method to obtain the names and sizes of all the dialing lists in a domain. The request contains the specified list name starts-with pattern. The response contains all the matching lists in the Five9 domain where the Five9 user ID in the HTTP header is located. For more information about the HTTP header, see [Basic Access Authentication](#).

[getListsInfo.](#)

Parameter	Type	Description
listNamePattern	string	Pattern that is matched to the list names in the user's domain.

[getListsInfoResponse.](#)

Parameter	Type	Description
return	listInfo [0..unbounded]	All dialing lists in domain with the size of each list.

isImportRunning

Use this method to check whether data is being imported by using the `importIdentifier` object returned in the list import response. To track changes in the import process, use the `waitTime` parameter (long-polling technique). The method returns the new state when it is changed or the current state after the specified `waitTime`.

[isImportRunning.](#)

Parameter	Type	Description
identifier	importIdentifier	Identifier for the import session.
waitTime	long	Optional number of seconds to wait for changes. If not specified, This method contains the result immediately.

[isImportRunningResponse.](#)

Parameter	Type	Description
return	boolean	Whether import is running.

removeNumbersFromDnc

Use this method to check whether phone numbers are part of a DNC list. The response contains the numbers found in the DNC list.

[removeNumbersFromDnc.](#)

Parameter	Type	Description
numbers	string [0..unbounded]	List of numbers to remove from the DNC list.

[removeNumbersFromDncResponse.](#)

Parameter	Type	Description
return	int	0 if successful.

Prompt Management

[addPromptTTS](#)
[addPromptWav](#)
[addPromptWavInline](#)
[deletePrompt](#)
[getPrompt](#)
[modifyPromptTTS](#)
[modifyPromptWav](#)
[modifyPromptWavInline](#)

addPromptTTS

Use this method to create a prompt and to generate an audio file with text and text-to-speech settings.

[addPromptTTS.](#)

Parameter	Type	Description
prompt	promptInfo	New prompt attributes.
ttsInfo	ttsInfo	Properties of the text-to-speech audio file.

[addPromptTTSResponse.](#) This method contains no parameters.

addPromptWav

Use this method to create a prompt and to upload a WAV audio file. For more information about the supported WAV formats, refer to the Five9 Administrator's Guide.

[addPromptWav.](#)

Parameter	Type	Description
prompt	promptInfo	New prompt attributes.
wavFile	swaRef	WAV file attachment in a MIME package. For more information, see Using swaRef .

[addPromptWavResponse.](#) This method contains no parameters.

addPromptWavInline

Use this method to create a prompt and to upload an audio file in base 64 format.

[addPromptWavInline.](#)

Parameter	Type	Description
prompt	promptInfo	New prompt attributes.
wavFile	base64Binary	WAV file attachment in a MIME package.

[addPromptWavInlineResponse.](#) This method contains no parameters.

deletePrompt

Use this method to delete a prompt.

[deletePrompt.](#)

Parameter	Type	Description
promptName	string	Name of prompt.

[deletePromptResponse.](#) This method contains no parameters.

getPrompt

Use this method to obtain the attributes of a prompt.

[getPrompt.](#)

Parameter	Type	Description
promptName	string	Name of prompt.

[getPromptResponse.](#)

Parameter	Type	Description
return	promptInfo	Prompt attributes.

modifyPromptTTS

Use this method to modify the text-to-speech settings and the text of a prompt.

[modifyPromptTTS.](#)

Parameter	Type	Description
prompt	promptInfo	New prompt attributes.
ttsInfo	ttsInfo	Properties of the text-to-speech audio file.

[modifyPromptTTSResponse.](#) This method contains no parameters.

modifyPromptWav

Use this method to modify the settings and the audio file of a prompt.

[modifyPromptWav.](#)

Parameter	Type	Description
prompt	promptInfo	Prompt attributes.
wavFile	swaref	WAV file attachment in a MIME package. For more information, see the Web Services specifications .

[modifyPromptWavResponse.](#) This method contains no parameters.

modifyPromptWavInline

Use this method to modify the settings and the audio file of a prompt.

[modifyPromptWavInline.](#)

Parameter	Type	Description
prompt	promptInfo	Prompt attributes.
wavFile	base64Binary	Prompt file, application/octet-stream.

[modifyPromptWavInlineResponse.](#) This method contains no parameters.

Reason Codes

[createReasonCode](#)
[deleteReasonCode](#)
[deleteReasonCodeByType](#)
[getReasonCode](#)
[getReasonCodeByType](#)
[modifyReasonCode](#)

createReasonCode

Use this method to create a reason code. The response contains an exception if a reason code with the same name already exists or if the maximum number of reason codes has been reached.

[createReasonCode.](#)

Parameter	Type	Description
reasonCode	reasonCode	Name and attributes of reason code.

[createReasonCodeResponse.](#) This method contains no parameters.

deleteReasonCode

This method is no longer used. Instead, use `deleteReasonCodeByType`.

deleteReasonCodeByType

Use this method to delete a reason code.

[deleteReasonCodeByType.](#)

Parameter	Type	Description
reasonCodeName	string	Name of reason code.
type	reasonCodeType	Type of reason code.

[deleteReasonCodeByTypeResponse.](#) This method contains no parameters.

getReasonCode

This method is no longer used. Instead, use `getReasonCodeByType`.

getReasonCodeByType

Use this method to obtain the details of a reason code.

[getReasonCodeByType.](#)

Parameter	Type	Description
reasonCodeName	string	Name of reason code.
type	reasonCodeType	Type of reason code.

[getReasonCodeByTypeResponse.](#)

Parameter	Type	Description
return	reasonCode	Name and attributes of reason code.

modifyReasonCode

Use this method to modify a reason code.

[modifyReasonCode.](#)

Parameter	Type	Description
reasonCode	reasonCode	Name and attributes of reason code.

[modifyReasonCodeResponse.](#) This method contains no parameters.

Reports

[getAgentAuditReport](#)
[getAgentAuditReportCsv](#)
[getCallLogReport](#)
[getCallLogReportCsv](#)
[getReportResult](#)
[getReportResultCsv](#)
[isReportRunning](#)
[runReport](#)

Important When obtained with the API, all reports that return a date use the Pacific time zone, adjusted for daylight savings time as needed. For example, if you are located in the Central time zone, the time in reports is always -2 hours.

[getAgentAuditReport](#)

This method is no longer in use. Instead, use [runReport](#).

[getAgentAuditReportCsv](#)

This method is no longer in use. Instead, use [runReport](#).

[getCallLogReport](#)

This method is no longer in use. Instead, use [runReport](#).

getCallLogReportCsv

This method is no longer in use. Instead, use [runReport](#).

getReportResult

Use this method to retrieve the data from a report generated by [runReport](#).

[getReportResult](#).

Parameter	Type	Description
identifier	string	Unique identifier returned by runReport .

[getReportResultResponse](#).

Parameter	Type	Description
return	reportRowData	Result of the report in table format (two-dimensional array). The time zone is Pacific Standard Time (PST). By default, the limit is 10000 records.

getReportResultCsv

Use this method to retrieve the data from a report generated by [runReport](#). The result of the report is in CSV format.

[getReportResultCsv](#).

Parameter	Type	Description
identifier	string	Unique identifier returned by runReport .

[getReportResultCsvResponse](#).

Parameter	Type	Description
return	string	Result of the report in CSV format.

isReportRunning

Use this method to check whether a report is running and to track changes in the status of a report by specifying the `timeout` parameter (long polling). The method returns the new state when it is changed or the current state after the time-out period.

isReportRunning.

Parameter	Type	Description
<code>identifier</code>	<code>string</code>	Unique identifier returned by runReport .
<code>timeout</code>	<code>long</code>	Optional time in seconds to wait for changes before returning the current state. If set to 0, this method returns the result immediately.

isReportRunningResponse.

Parameter	Type	Description
<code>return</code>	<code>boolean</code>	Whether the report is running. <ul style="list-style-type: none">• <code>True</code>: Report still being generated.• <code>False</code>: Report generation completed.

runReport

Use this method to generate a report. Because the time to generate a report varies, you need to follow up with [isReportRunning](#) until it returns `false`. If you omit this step, the report that you retrieve may not contain all the data that you expect. When the report is completely generated, retrieve the data with [getReportResult](#) or [getReportResultCsv](#).

runReport.

Parameter	Type	Description
<code>folderName</code>	<code>string</code>	Report category, such as Call Log Reports. The VCC contains standard and custom reports. For more information, see the Dashboards and Reports User's Guide .
<code>reportName</code>	<code>string</code>	Name of the report., such as Call Log.

Parameter	Type	Description
criteria	customReportCriteria	Filters used to generate the report.

[runReportResponse.](#)

Parameter	Type	Description
return	string	Identifier used to check the status of the report (isReportRunning) and to retrieve the results (getReportResult).

Skill Management

You can create, add, and modify skills, and obtain skill information. After you create skills, you can assign them to users.

[createSkill](#)
[deleteSkill](#)
[getSkill](#)
[getSkillInfo](#)
[getSkills](#)
[getSkillsInfo](#)
[getSkillVoicemailGreeting](#)
[modifySkill](#)
[setSkillVoicemailGreeting](#)

createSkill

Use this method to create a skill. An exception is thrown if the skill already exists, if the limit number of skills is reached, or if skill attributes are invalid.

[createSkill.](#)

Parameter	Type	Description
skillInfo	skillInfo	New skill information.

[createSkillResponse.](#)

Parameter	Type	Description
return	skillInfo	New skill information.

deleteSkill

Use this method to delete a skill.

[deleteSkill.](#)

Parameter	Type	Description
skillName	string	Name of skill to be deleted.

[deleteSkillResponse.](#) The response contains no parameters.

getSkill

Use this method to obtain skill information: skill name, skill description, message of the day, and whether skill voicemail messages are routed to agents.

[getSkill.](#)

Parameter	Type	Description
skillName	string	Name of skill.

[getSkillResponse.](#)

Parameter	Type	Description
return	skill	Skill information.

getSkillInfo

Use this method to obtain detailed skill information about a skill.

[getSkillInfo.](#)

Parameter	Type	Description
skillName	string	Name of skill.

[getSkillInfoResponse.](#)

Parameter	Type	Description
return	skillInfo	Skill information.

getSkills

Use this method to obtain information about each skill name that matches a pattern.

[getSkills.](#)

Parameter	Type	Description
skillNamePattern	string	Pattern of skill name. The skill name pattern is a regular expression. If omitted or equal to an empty string, all objects are returned.

[getSkillsResponse.](#)

Parameter	Type	Description
return	skill [0..unbounded]	Skill information for each skill that matches the pattern.

getSkillsInfo

Use this method to obtain a list of users that possess the skill that matches a skill name pattern.

[getSkillsInfo.](#)

Parameter	Type	Description
skillNamePattern	string	Pattern of skill name. The skill name pattern is a regular expression. If omitted or equal to an empty string, all objects are returned.

[getSkillsInfoResponse.](#)

Parameter	Type	Description
return	skillInfo [0..unbounded]	Skill information for each skill that matches the pattern.

getSkillVoicemailGreeting

Use this method to obtain the attributes of a prompt.

[getSkillVoicemailGreeting.](#)

Parameter	Type	Description
skillName	string	Name of skill with the specified voicemail greeting.

[getSkillVoicemailGreetingResponse.](#)

Parameter	Type	Description
return	base64Binary	Audio file that is the voicemail greeting of specified skill. For more information, refer to the XML definition.

modifySkill

Use this method to modify an existing skill. An exception is thrown if the skill already exists or if the skill attributes are invalid.

modifySkill.

Parameter	Type	Description
skill	skill	Name of skill to modify.

modifySkillResponse.

Parameter	Type	Description
return	skillInfo	Information about the modified skill.

setSkillVoicemailGreeting

Use this method to upload the audio file in WAV format provided by the Web Services user and to associate it with a skill to be played when no agents are available to take calls. If a voicemail greeting already exists for the skill, it is replaced. For more information about the WAV formats supported by the VCC, refer to the [Administrator's Guide](#).

setSkillVoicemailGreeting.

Parameter	Type	Description
skillName	string	New prompt attributes.
wavFile	base64Binary	Audio file that contains the recording. For more information, refer to the XML definition.

[setSkillVoicemailGreetingResponse.](#) This method contains no parameters.

Session Information

closeSession

Use this method to end a session.

[closeSession.](#) This method contains no parameters.

[closeSessionResponse.](#) This method contains no parameters.

User Management

You can create users, add and modify user attributes, and obtain user information.

createUser	modifyUser
deleteUser	modifyUserCannedReports
getUserGeneralInfo	setUserVoicemailGreeting
getUserInfo	userSkillAdd
getUserVoicemailGreeting	userSkillModify
getUsersGeneralInfo	userSkillRemove
getUsersInfo	

createUser

Use this method to create a user. An exception is thrown if the user already exists, if the limit number of users is reached, or if user attributes are invalid.

createUser.

Parameter	Type	Description
userInfo	userInfo	New user information.

createUserResponse.

Parameter	Type	Description
return	userInfo	New user information.

deleteUser

Use this method to delete the specified user. An exception is thrown if the user does not exist.

deleteUser.

Parameter	Type	Description
userName	string	Name of user to be deleted.

deleteUserResponse. The response contains no parameters.

getUserGeneralInfo

This method is deprecated. Use [getUsersGeneralInfo](#) instead.

getUserInfo

This method is deprecated. Use [getUsersInfo](#) instead.

getUserVoicemailGreeting

Use this method to obtain the attributes of a specified prompt.

[getUserVoicemailGreeting.](#)

Parameter	Type	Description
userName	string	Name of user who has the specified voicemail greeting.

[getUserVoicemailGreetingResponse.](#)

Parameter	Type	Description
return	base64Binary	Audio file that is the voicemail greeting of specified user. For more information, refer to the XML definition.

getUsersGeneralInfo

Use this method to obtain general information about each user name that matches a pattern.

[getUsersGeneralInfo.](#)

Parameter	Type	Description
userNamePattern	string	Regular expression that describes the user name pattern. If omitted or equal to an empty string, all objects are returned. For example, a pattern may be the first characters of the user name.

[getUsersGeneralInfoResponse.](#)

Parameter	Type	Description
return	userGeneralInfo [0..unbounded]	Information about each user name that matches the pattern.

[getUsersInfo](#)

Use this method to obtain information about roles and skills in addition to general information for the user, for each user name that matches a pattern.

[getUsersInfo.](#)

Parameter	Type	Description
userNamePattern	string	Regular expression that describes the user name pattern. If omitted or equal to an empty string, all objects are returned. For example, a pattern may be the first characters of the user's name.

[getUsersInfoResponse.](#)

Parameter	Type	Description
return	userInfo [0..unbounded]	Information about each user name that matches the pattern.

modifyUser

Use this method to modify user attributes.

modifyUser.

Parameter	Type	Description
userGeneralInfo	userGeneralInfo	User information to modify.
rolesToSet	userRoles	User roles to modify.
rolesToRemove	userRoleType [0..unbounded]	User roles to remove.

modifyUserResponse.

Parameter	Type	Description
return	userInfo	Modified user information.

modifyUserCannedReports

Use this method to modify the list of canned reports associated with a specific user. To get a list of the user's current canned reports, call [getUsersInfo](#).

modifyUserCannedReports.

Parameter	Type	Description
userName	string	Name of user.
cannedReportsToAdd	cannedReport [0..unbounded]	References to existing reports to associate with user.
cannedReportsToRemove	string [0..unbounded]	Names of reports to disassociate from user.

modifyUserCannedReportsResponse.

Parameter	Type	Description
return	userInfo	Modified user information.

setUserVoicemailGreeting

Use this method to upload the audio file in WAV format provided by the Web Services user and to play the file when the user is not available to take calls. If a voicemail greeting already exists for the user, it is replaced. For more information about the WAV formats supported by the VCC, refer to the Five9 Administrator Guide.

[setUserVoicemailGreeting.](#)

Parameter	Type	Description
userName	string	Name of user.
wavFile	base64Binary	File name.

[setUserVoicemailGreetingResponse.](#) This method contains no parameters.

userSkillAdd

Use this method to add a skill to a user.

[userSkillAdd.](#)

Parameter	Type	Description
userSkill	userSkill	Skill to be added.

[userSkillAddResponse.](#) This method contains no parameters.

userSkillModify

Use this method to modify a skill.

[userSkillModify.](#)

Parameter	Type	Description
userSkill	userSkill	Skill to be modified.

[userSkillModifyResponse.](#) This method contains no parameters.

userSkillRemove

Use this method to remove a skill.

[userSkillRemove.](#)

Parameter	Type	Description
userSkill	userSkill	Skill to be deleted.

[userSkillRemoveResponse.](#) This method contains no parameters.

User Profiles

User profiles simplify the task of configuring large numbers of users by enabling you to assign the same permissions and skills to all members of a group.

[createUserProfile](#)
[deleteUserProfile](#)
[getUserProfile](#)
[getUserProfiles](#)
[modifyUserProfile](#)
[modifyUserProfileSkills](#)
[modifyUserProfileUserList](#)

createUserProfile

Use this method to create a user profile with a set of users, roles, skills, and layout.

[createUserProfile.](#)

Parameter	Type	Description
userProfile	userProfile	Profile to be created.

[createUserProfileResponse.](#)

Parameter	Type	Description
return	userProfile	New profile.

deleteUserProfile

Use this method to delete a user profile.

[deleteUserProfile.](#)

Parameter	Type	Description
userProfileName	string	Name of profile.

[deleteUserProfileResponse.](#) This method contains no parameters.

getUserProfile

Use this method to obtain information (users, roles, and skills) about a user profile. To obtain information about several user profiles, use [getUserProfiles](#).

[getUserProfile.](#)

Parameter	Type	Description
userProfileName	string	Name of profile.

[getUserProfileResponse.](#)

Parameter	Type	Description
return	UserProfile	Profile information.

getUserProfiles

Use this method to obtain a list of user profiles whose names match a string pattern.

[getUserProfiles.](#)

Parameter	Type	Description
userProfileNamePattern	string	Name of the profile or regular expression. For all user profiles, omit the parameter or use this pattern: . *
<i>Note spelling.</i>		

[getUserProfilesResponse.](#)

Parameter	Type	Description
return	UserProfile [0..unbounded]	List of user profiles.

modifyUserProfile

Use this method to modify a user profile.

[modifyUserProfile.](#)

Parameter	Type	Description
userProfile	UserProfile	Name of profile.

[modifyUserProfileResponse.](#) This method contains no parameters.

modifyUserProfileSkills

Use this method to modify the skills of a user profile.

[modifyUserProfileSkills.](#)

Parameter	Type	Description
userProfileName	string	Name of profile.
addSkills	string [0..unbounded]	List of skills to add.
removeSkills	string [0..unbounded]	List of skills to remove.

[modifyUserProfileSkillsResponse.](#) This method contains no parameters.

modifyUserProfileUserList

Use this method to modify the users of a user profile.

[modifyUserProfileUserList](#).

Parameter	Type	Description
userProfileName	string	Name of profile.
addUsers	string [0..unbounded]	List of users to add.
removeUsers	string [0..unbounded]	List of users to remove.

[modifyUserProfileUserListResponse](#). This method contains no parameters.

VCC Configuration

Use these methods to obtain information about the Virtual Call Center.

getVCCConfiguration

Use this method to obtain the global settings of your VCC.

[getVCCConfiguration](#). This method contains no parameters.

[getVCCConfigurationResponse](#).

Parameter	Type	Description
return	vccConfiguration	Configuration of your VCC.

modifyVCCConfiguration

Use this method to modify the global settings of your Virtual Call Center.

[modifyVCCConfiguration.](#)

Parameter	Type	Description
configuration	vccConfiguration	Configuration of your VCC.

[modifyVCCConfigurationResponse.](#) This method contains no parameters.

Chapter 3

Data Types

The data types that are described are specific to the Five9 methods used in the requests and responses. For information on primitive data types, refer to www.w3.org/TR/xmlschema-2/.

adminPermission

This data type contains the role of the administrator.

Name	Type	Description
type	adminPermissionType	Permissions assigned to the administrator.
value	boolean	Whether to assign the permission. <ul style="list-style-type: none"> True: Assign the permission. False: Do not assign the permission.

adminPermissionType

This data type contains the list of permissions assigned to an administrator.

Name	Type	Description
FullPermissions	string	Has all the administrator permissions.
ManageUsers	string	Can manage users.
ManageSkills	string	Can manage skills.
ManageAgentGroups	string	Can manage agent groups.

Name	Type	Description
ManageCampaignsStartStop	string	Can start and stop a campaign.
ManageCampaignsResetDispositions	string	Can reset campaign dispositions.
ManageCampaignsResetListPosition	string	Can reset campaign list position.
ManageCampaignsReset	string	Can reset campaigns.
ManageCampaignsProperties	string	Can manage campaign properties.
ManageLists	string	Can manage lists.
ManageCRM	string	Can manage CRMs.
ManageDNC	string	Can manage DNC lists.
EditIvr	string	Can edit IVRs.
EditProfiles	string	Can edit user profiles.
EditConnectors	string	Can edit connectors.
EditDispositions	string	Can edit dispositions.
EditPrompts	string	Can edit prompts.
EditReasonCodes	string	Can edit reason codes.
EditWorkflowRules	string	Can edit work flow rules.
AccessConfigANI	string	Can configure ANIs.
EditCallAttachedData	string	Can edit call-attached variables.
EditTrustedIPAddresses	string	Can edit trusted IP addresses.
NICEEnabled	string	Can use the NICE feature.
AccessBillingApplication	string	Can enable the Billing Portal.

adminRole

This data type contains the role of the administrator.

Name	Type	Description
permissions	adminPermission [0..unbounded]	List of permissions assigned to the administrator.

agentAuditReportCriteria

This data type of `getAgentAuditReport` is no longer used. For report information, see [runReport](#) and its data types.

agentAvailability

This data type of autodial campaigns allows the dialer to dial only when agents are available to take calls. If you do not use this object, numbers are dialed continuously whether or not agents are available. See also [baseOutboundcampaign](#).

Name	Type	Description
ReadyToReceiveCalls	string	One or more agents are available, ready, and not on call.
ReadyToReceiveCalls OrBusy	string	One or more agents are logged in and are either ready or busy taking or finishing another call. Agents are not considered busy if they are making a manual call after having been on break.
LoggedIn	string	One or more agents are logged in, regardless of their current status.

agentGroup

This data type contains the details of a single group of agents.

Name	Type	Description
agents	string [0..unbounded]	List of agents in the group.
description	string	Description of the agent group.
id	long	ID of the group.
name	string	Name of the group.

agentPermission

This data type contains the permissions assigned to a user.

Name	Type	Description
type	adminPermissionType	Information about the permissions that can be assigned to an agent.
value	boolean	Whether the agent is assigned the permission. <ul style="list-style-type: none">• True: Agent assigned the permission.• False: Agent not assigned the permission

agentPermissionType

This data type contains all the permissions that can be assigned to an agent.

Note In **version 3** of the Web Services API, the `MakeTransfer` and `CreateConference` permissions are split into several permissions that are listed at the bottom of the table.

Name	Type	Description
MakeTransfer Version 2	string	Can transfer calls to another agent or to a phone number to a third party outside the Five9 system.
ReceiveTransfer	string	Can receive transfers from another agent.
CreateConference Version 2	string	Can add a participant to a conference call.
MakeCall Version 2	string	Can dial calls manually and make callbacks.
MakeInternalCall Version 2	string	Can call other agents, can transfer, or can join a conference call to an inbound campaign (the agent can select a campaign in the transfer and conference dialogs).
ProcessVoiceMail	string	Can process skill voicemail messages.
DeleteVoiceMail	string	Can delete voicemail messages.
TransferVoiceMail	string	Can transfer voicemail messages to another user or skill group.
MakeRecordings	string	Can record calls or a portion of a call.
SendMessages	string	Can send messages to agents, administrators, or supervisors.
CreateChatSessions	string	Can start a chat session with agents, administrators, or supervisors.
TrainingMode	string	Can initiate and receive a test call in the agent desktop.
CannotRemoveCRM	string	Cannot delete contact records. Five9 recommends that you assign this permission to all agents.
CannotEditSession	string	Cannot edit CRM session notes.
CallForwarding	string	Can enable call forwarding.

Name	Type	Description
AddingToDNC	string	Can add numbers to a do-not-call (DNC) list. Without this permission, the Add to DNC option in the agent desktop is unavailable, but agents can still use custom dispositions that add numbers to DNC.
DialManuallyDNC	string	Can manually dial the numbers listed in the DNC List. Without this permission, the agent sees an error message when dialing a number on the DNC list.
CreateCallbacks	string	Can create callback reminders. Without this permission, the Add Callback button in the agent desktop is disabled.
PlayAudioFiles	string	Can play prerecorded messages while on call or leave standard recorded messages on answering machines (Play Audio File button). Without this permission, the audio files in the agent desktop are hidden.
SkipCrmInPreviewDial Mode	string	Can skip records In Preview Dialing Mode. Disabled by default.
ManageAvailabilityBy Skill	string	Can select the skill groups or ACD queues in which to participate during the active session.
BrowseWebInEmbeddedBrowser	string	Can use the browser to open any URL from the agent desktop.
ChangePreviewPreferences	string	Can control when and where the preview window is displayed.
CanWrapCall	string	Can end a call and assign a disposition to it after spending time in the Wrap-Up state. Without this permission, the agent can end a call only by setting a disposition.
CanPlaceCallOnHold	string	Can place calls on hold.
CanParkCall	string	Can park a call.

Name	Type	Description
CanRejectCalls	string	When auto-answer is disabled, the agent can decline incoming calls (typically inbound calls). To use this permission, be sure to enable CanConfigureAutoAnswer.
CanConfigureAutoAnswer	string	Can choose whether to auto-answer calls or be prompted before accepting a call. Enabled by default.
NICEEnabled	string	In NICE-enabled domains, flags agent to be tracked by NICE integration. Disabled by default.
ScreenRecording	string	In NICE-enabled domains, flags agent for screen recording.
ProcessEmail	boolean	Can use the Salesforce email integration feature.
RecycleDispositionAllowed Version 3	string	Enables agents to view and select the Recycle system disposition.
MakeTransferToAgents Version 3	string	Can transfer calls to other agents.
MakeTransferToSkills Version 3	string	Can transfer calls to skill groups.
MakeTransferToInboundCampaigns Version 3	string	Can transfer calls to inbound campaigns.
MakeTransferToExternalCalls Version 3	string	Can transfer calls to external phone numbers.
CreateConferenceWithAgents Version 3	string	Can create a conference with other agents.
CreateConferenceWithSkills Version 3	string	Can create a conference by using skill groups.

Name	Type	Description
CreateConferenceWithInboundCampaigns Version 3	string	Can create a conference with inbound campaigns.
CreateConferenceWithExternalCalls Version 3	string	Can create a conference with external call participants.
MakeCallToAgents Version 3	string	Can call other agents.
MakeCallToSkills Version 3	string	Can call skill groups.
MakeCallToExternalCall Version 3	string	Can make external calls.
CanRunJavaClient Version 4	string	Can use the Java client of the Agent Desktop Plus version of the VCC.
CanRunWebClient Version 4	string	Can use the Web client of the Agent Desktop Plus version of the VCC.

agentProductivity

This data type contains the number of seconds used in reports to identify possible deviations from the expected performance of agents.

Name	Type	Description
longACWTime	int	Number of seconds spent performing work after a call. The time is reported if is longer than this setting.
longCallDuration	int	Number of seconds spent on a call. The time is reported if is longer than this setting.
longHoldDuration	int	Number of seconds for a call placed on hold. The time is reported if is longer than this setting.

Name	Type	Description
longParkDuration	int	Number of seconds for a call waiting in a queue. The time is reported if is longer than this setting.
shortACWTime	int	Number of seconds spent performing work after a call. The time is reported if is shorter than this setting.
shortCallDuration	int	Number of seconds spent on a call. The time is reported if it is shorter than this setting.

agentRole

This data type contains the attributes and permissions that can be assigned to an agent.

Name	Type	Description
alwaysRecorded	boolean	Whether the agent's calls are recorded. <ul style="list-style-type: none">• True: Agent's calls are recorded.• False: Agent's calls are not recorded.
attachVmToEmail	boolean	Whether the agent is allowed to attach a voicemail message to an email message. <ul style="list-style-type: none">• True: Agent is allowed.• False: Agent is not allowed.
permissions	agentPermission [0..unbounded]	List of permissions that can be assigned to an agent.
sendEmailOnVm	boolean	Whether the agent is allowed to send an email message as a follow-up to a voicemail message. <ul style="list-style-type: none">• True: Agent is allowed.• False: Agent is not allowed.

agentState

This data type contains the possible states for an agent.

Name	Type	Description
AVAILABLE_FOR_CALLS	string	Available to take calls.
AVAILABLE_FOR_VMS	string	Available to take voicemail messages.
LOGIN	string	Logged in or logging in.
LOGOUT	string	Logged out or logging out.
NOT_AVAILABLE_FOR_CALLS	string	Not available to take calls.
NOT_AVAILABLE_FOR_VMS	string	Not available to take voicemail messages.
NOT_READY	string	Not ready.
READY	string	Ready.
VM_IN_PROGRESS	string	Currently taking a voicemail message.
VM_NOT_AVAILABLE	string	Voicemail not available.
WAITING	string	Waiting.

apiOperationType

This data type contains the possible types of operation. `QueryStatistics` and `QueryChangedStatistics` do not apply to the Configuration Web Services API

Name	Type	Examples
Query	string	<code>getListsInfo</code>
Modify	string	<code>addSkillToCampaign</code>
Upload	string	<code>createCampaign</code>
SingleUpload	string	<code>addRecordToList</code>
ReportRequest	string	<code>runReport</code>
RetrieveReport	string	<code>getReportResult</code>

Name	Type	Examples
AsynchronousUpload	string	asyncAddRecordsToList
QueryStatistics	string	getStatistics
QueryChangedStatistics	string	getStatisticsUpdate
Web2CampaignUpload	string	Not used.
VIVRCreateSession	string	No specific method.
Version 3		

autodialCampaign

This data type contains the attributes of an autodial campaign. `autodialCampaign` extends `baseOutboundCampaign`.

Name	Type	Description
<code>baseOutboundCampaign</code>	autodialCampaign	Attributes of an autodial campaign.

baseOutboundcampaign

This section contains information about campaigns:

[autodialCampaign](#)
[outboundCampaign](#)

autodialCampaign

This data type contains information about autodial campaigns. It is used by `createAutodialResponse`, `getAutodialCampaignResponse`, and `modifyAutodialCampaign`

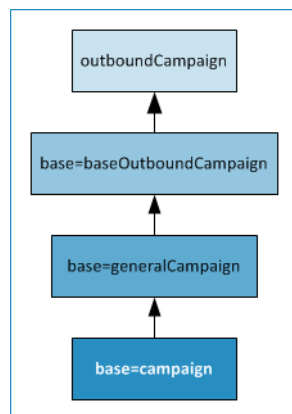
Name	Type	Examples
agentAvailability	agentAvailability	Types of agent states considered available. Autodial campaigns dial only agents that are available to process calls. If omitted, the list is dialed continuously regardless of agent availability.
agentSkillName	string	Numbers dialed only if agents with the specified skill are available. If empty when <code>dialIfAgentsAvailable=True</code> , agent availability is for any skill. When <code>modifyAutodialCampaign</code> specifies <code>agentSkillName=null</code> , the value remains.
defaultIvrSchedule	ivrScriptSchedule	Schedule of the IVR script that processes call flow. Required for inbound and autodial calls.
dialIfAgentsAvailable	boolean	Whether to dial numbers only if agents with <code>agentSkillName</code> are available. <ul style="list-style-type: none">• <code>True</code>: Dial only if agents are available in the skill group.• <code>False</code>: Dial regardless of agent availability in the skill group.
maxNumOfLines	int	Maximum number of outbound phone lines dedicated to the campaign.

outboundCampaign

This data type contains the information about outbound campaigns. All data types used by `createOutboundCampaign` are listed below. Depending on the campaign mode and your goal, you can use these flags as follows:

Goal	limitPreviewTime	dialNumberOnTimeout	previewDialImmediately
Unlimited preview time	false		false
Limited preview time	true		false
Dial number	true	true	false
Set agent to <i>not ready</i>	true	false	false
Dial immediately			true

This figure shows the relationship between the groups of elements.



Name	Type	Description
actionOnAnswerMachine	campaignDialingAction	Action to take when the answering machine is detected.
actionOnQueueExpiration	campaignDialingAction	Action to take when the maximum queue time expires, which occurs when no agent is available to take a call.

Name	Type	Description
callAnalysisMode	callAnalysisMode	Types of attempts when a call is answered.
callsAgentRatio	double	For campaigns in the predictive mode, number of phone numbers dialed for an agent ready for a new call.
dialNumberOnTimeout	boolean	For campaigns in the preview mode, use as follows: <ul style="list-style-type: none"> • True: Dial number when preview time expires. • False: Set agent to Not Ready state.
dialingMode	campaignDialingMode	Types of dialing modes.
distributionAlgorithm	distributionAlgorithm	Method used by the ACD to transfer calls to agents.
distributionTimeFrame	distributionTimeFrame	Time intervals used by distributionAlgorithm.
limitPreviewTime	boolean	For campaigns in the preview mode, use as follows: <ul style="list-style-type: none"> • True: Dial contact number after maxPreviewTime. • False: Allow agents to preview the contact number for an unlimited time.
maxDroppedCallsPercentage	float	Maximum allowed percentage of dropped calls. Use when monitorDroppedCalls is set to true.
maxPreviewTime	timer	Duration until expiration of the preview time.
maxQueueTime	timer	Maximum time allowed for calls in a queue.

Name	Type	Description
monitorDroppedCalls	boolean	Whether to keep track of the dropped call percentage of the campaign. <ul style="list-style-type: none">• True: Keep track of the dropped calls for the last 30 days or since the last reset.• False: Do not keep track of the dropped calls.
previewDialImmediately	boolean	For outbound campaigns in preview mode, use as follows: <ul style="list-style-type: none">• True: Automatically dial the number without waiting for an action from the agent.• False: Do not dial the number automatically.
generalCampaign.		
analyzeLevel	int	Voice detection level for an answering machine. The values range from 0 (fast detection) to 11 (accurate detection).
CRMRedialTimeout	timer	Minimum time before redialing a contact record after all numbers for the contact record have been dialed or skipped. The default is 10 minutes.
dialingByStateRules	boolean	Whether to configure the campaign to follow state dialing rules created in the VCC. <ul style="list-style-type: none">• True: Follow state dialing rules.• False: Do not follow state dialing rules.
dnisAsAni	boolean	When transferring calls to third parties, whether to override the default DNIS of the domain by using the contact's phone number (ANI) as the DNIS (caller ID). <ul style="list-style-type: none">• True: Override the default DNIS.• False: Do not override the default DNIS.

Name	Type	Description
enableListDialingRatios	boolean	Whether to use list dialing ratios, which enable multiple lists to be dialed at specified frequencies. <ul style="list-style-type: none"> True: Enable dialing ratios. False: Do not enable dialing ratios.
listDialingMode	listDialingMode	Describes the list dialing mode.
noOutOfNumbersAlert	boolean	When an outbound campaign runs out of numbers to dial, whether to turn off notification messages to administrators and supervisors that the campaign is no longer dialing because the lists are complete. <ul style="list-style-type: none"> True: Turn off notification messages. False: Do not turn off notification messages.
campaign.		
autoRecord	boolean	Whether to record all calls of the campaign. <ul style="list-style-type: none"> True: Record all calls. False: Do not record all calls.
callWrapup	campaignCallWrapup	Details for the work time after the call.
ftpHost	string	Host name of the FTP server.
ftpPassword	string	Password of the FTP server.
ftpUser	string	User name for the FTP server.
recordingNameAsSid	boolean	For FTP transfer, whether to use the session ID as the recording name. <ul style="list-style-type: none"> True: Use the session ID as recording name. False: Do not use the session ID as recording name.

Name	Type	Description
useFtp	boolean	Whether to use FTP to transfer recordings. <ul style="list-style-type: none">• <code>True</code>: Use FTP to transfer recordings• <code>False</code>: Do not use FTP to transfer recordings.

basicImportResult

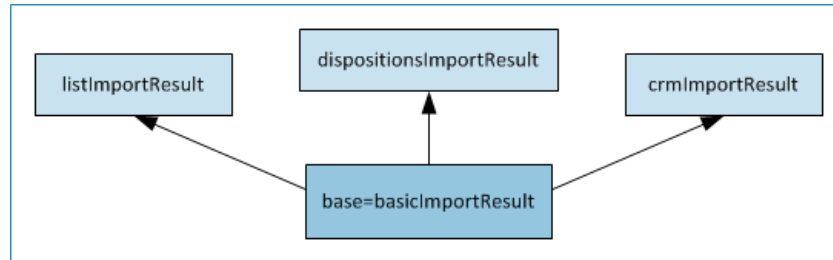
This data type contains the information about rejected records.

Name	Type	Description
failureMessage	string	Message that describes the import failure.
importTroubles Version 3	importTrouble	Reason for the rejection.
keyFields Version 3	string	Set of fields marked as keys that define the rejected record.
uploadDuplicatesCount	long	Number of duplicate contact records inserted.
uploadErrorsCount	long	Number of errors in the updated contact records.
warningsCount	entry [0..unbounded]	Number of warnings associated with the imported data.

In addition, these data types use `basicImportResult`:

[crmImportResult](#)
[dispositionsImportResult](#)
[listImportResult](#)

This figure shows the relationship between the data types.



crmImportResult

This data type contains the number of modified contact records.

Name	Type	Description
crmRecordsDeleted	long	Number of deleted contact records.
crmRecordsInserted	long	Number of inserted contact records.
crmRecordsUpdated	long	Number of updated contact records.

dispositionsImportResult

This data type contains the number of updated disposition records.

Name	Type	Description
dispRecordsUpdated	long	Number of updated disposition records.

listImportResult

This data type contains information about the modified contact records.

Name	Type	Description
callNowQueued	long	Number of records in the Call Now queue.
crmRecordsInserted	long	long Number of inserted contact records.

Name	Type	Description
crmRecordsUpdated	long	long Number of updated contact records.
listName	string	Name of list into which data was imported.
listRecordsDeleted	long	Number of deleted list records.
listRecordsInserted	long	Number of inserted list records.

basicImportSettings

This data type contains the basic settings for updating a dialing list or the contact database.

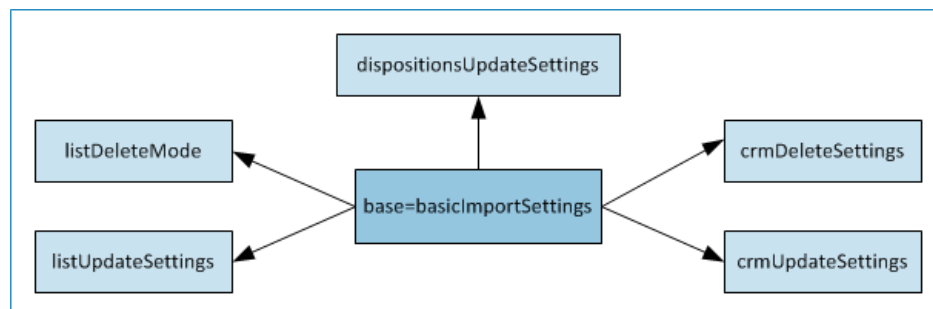
Name	Type	Description
allowDataCleanup	boolean	Whether to remove duplicate entries from a list. <ul style="list-style-type: none">• True: Remove duplicate entries.• False: Ignore duplicate entries.
countryCode	string	Two-letter codes defined in ISO 3166-1 .
failOnFieldParseError	boolean	Whether to stop the import if incorrect data is found: <ul style="list-style-type: none">• True: Fields are marked invalid.• False: Default. Fields are treated as empty strings.
fieldsMapping	fieldEntry [1..unbounded]	Mapping of the column number to the field name in the contact database. Important For listUpdateSettings , the column number starts at 1 whereas for listUpdateSimpleSettings , the column number starts at 0.

Name	Type	Description
reportEmail	string	Notification about import results is sent by email.
separator	string	Any ASCII character, such as a comma, used to separate entries in a list.
skipHeaderLine	boolean	Whether to omit the top row that contains the names of the fields. <ul style="list-style-type: none"> True: Omit the top row. False: Include the top row.

These data types use `basicImportSettings`:

[crmDeleteSettings](#)
[crmUpdateSettings](#)
[dispositionsUpdateSettings](#)
[listDeleteMode](#)
[listUpdateSettings](#)

This figure shows the relationship between the data types.



crmDeleteSettings

This data type contains the deletion settings.

Name	Type	Description
crmDeleteMode	crmDeleteMode	Information about the deletion settings.

crmUpdateSettings

This data type contains the CRM update settings.

Name	Type	Description
crmAddMode	crmAddMode	Describes how to add a contact record.
crmUpdateMode	crmUpdateMode	Describes how to update a contact record.

dispositionsUpdateSettings

This data type contains the disposition update settings.

Name	Type	Description
commonDispositionValue	string	Disposition value when the same disposition is assigned to all records in the list.
dispositionColumnNumber	int	Column number for the disposition value of a record. The column is created when not assigning the same disposition for all records in the list.
dispositionsUpdateMode	dispositionsUpdateMode	Describes how dispositions are updated.
updateToCommonDisposition	boolean	For all records, whether to use the disposition value specified in <code>commonDispositionValue</code> . <ul style="list-style-type: none">• True: Use <code>commonDispositionValue</code>.• False: Do not use <code>commonDispositionValue</code>.
warnIfNoCrmMatchFound	boolean	Whether to add a warning in the import transaction report when records do not match a CRM record. <ul style="list-style-type: none">• True: Warn when no CRM match exists.• False: Do not warn when no CRM match exists.

listDeleteMode

This data type contains the options for deleting records from a list.

Name	Type	Description
DELETE_ALL	string	Delete all records. Does not apply to single record transactions, such as with the <code>deleteRecordFromList</code> method.
DELETE_IF_SOLE_CRM_MATCH	string	Delete only if a single match is found in the database.
DELETE_EXCEPT_FIRST	string	Delete all records except the first matched record.

listUpdateSettings

This data type contains the list update settings.

Name	Type	Description
callNowColumnNumber	int	<p>Column number, starting with 1.</p> <p>If a record should be dialed immediately, the content of the column is 1, T, Y, and Yes. This column is not included in the <code>fieldsMapping</code> parameter and is not imported in the contact database.</p> <p>If <code>callNowMode</code> is also specified, only records that have a true value and apply to <code>callNowMode</code> are called immediately.</p> <p>If you do not want to add a column for each imported record, use <code>callNowMode</code> singly.</p>

Name	Type	Description
callNowMode	callNowMode	<p>Whether records are dialed immediately.</p> <p>If <code>callNowColumnNumber</code> is also specified, <code>callNowMode</code> applies to all records with a true value in the specified column.</p> <p>If <code>callNowColumnNumber</code> is omitted, the <code>callNowMode</code> applies to all records imported by the request.</p>
callTime	long	<p>When to dial the records (Epoch time in milliseconds); applies to all records in the request, except for those with a value in the <code>timeToCallColumn</code>; does not apply to the <code>addToList</code> method, which is used to process batch record transactions.</p> <p>Note The call time value is applied only if the campaign exists when the record is added to the list assigned to that campaign. However, if a campaign is created or associated with a list <i>after</i> the record is added to the list, calls may be dialed sooner than the specified value, depending on the size of the list, the position of the record in the list, and the other parameters assigned to the list in the campaign.</p>
callTimeColumnNumber	int	<p>Column that contains the times (Epoch time) to call individual records. If a record contains a valid time, this time is used instead of the <code>callTime</code> parameter. Does not apply to the <code>addToList</code> method, which is used to process batch record transactions.</p>

Name	Type	Description
cleanListBeforeUpdate	boolean	Whether all records in the list should be removed before adding new records. <ul style="list-style-type: none">• <code>True</code>: Remove records before adding new ones.• <code>False</code>: Do not remove records before adding new ones.
crmAddMode	crmAddMode	Whether contact records should be added when a new record is inserted into a dialing list.
crmUpdateMode	crmUpdateMode	Whether contact records should be updated when a record is added to a dialing list.
listAddMode	listAddMode	Describes how to update the list.

callCounterState

This data type describes the maximum number and count of requests sent for a specific operation type in a specific time period.

Name	Type	Description
limit	long	Limit of the operation.
operationType	apiOperationType	Type of operation.
value	long	Number of requests already sent in that time interval.

callNowMode

This data type contains the records that are dialed immediately.

Name	Type	Description
NONE	string	Default. No records are dialed immediately.
NEW_CRM_ONLY	string	Newly created CRM records are dialed immediately.
NEW_LIST_ONLY	string	New list records are dialed immediately even if the corresponding CRM records existed before the import.
ANY	string	All imported records are dialed immediately.

callAnalysisMode

This data type contains the types of attempts when a call is answered.

Name	Type	Description
NO_ANALYSIS	string	No detection is attempted.
FAX_ONLY	string	Fax detection is attempted.
FAX_AND_ANSWERING_MACHINE	string	Fax and answering machine detection are attempted.

callLogReportCriteria

This data type is no longer used. For report information, see [runReport](#) and its data types.

callType

This data type contains the options used in reports to qualify calls or parts of calls.

Name	Type	Description
AGENT	string	Call dialed manually by an agent.
AUTODIAL	string	Call in an autodial campaign.
INBOUND	string	Call in an inbound campaign.
INBOUND_VOICEMAIL	string	Voicemail in an inbound campaign.
INTERNAL	string	Call made in your Five9 domain.
INTERNAL_VOICEMAIL	string	Voicemail made within your Five9 domain.
OUTBOUND	string	Call in an outbound campaign.
OUTBOUND_PREVIEW	string	Call in preview mode made in an outbound campaign.
OUTBOUND_VOICEMAIL	string	Voicemail made in an outbound campaign.
TEST	string	Test call.

callVariable

This data type contains the details of a call variable.

Name	Type	Description
applyToAllDispositions	boolean	<p>Whether to use the variable for all dispositions.</p> <ul style="list-style-type: none">• <code>True</code>: Use the variable for all dispositions.• <code>False</code>: Do not use the variable for all dispositions.

Name	Type	Description
defaultValue	string	Optional value that may be assigned to a call variable. Some data types (callVariableType) can have a default value.
description	string	Description of the variable.
dispositions	string [0..unbounded]	If applyToAllDispositions is false, this parameter lists the names of the dispositions for which to set this variable.
group	string	Group name of the call variable.
name	string	Name of the call variable.
reporting	boolean	Whether to add the values to reports: True: Variables are added to reports. False: Default. Variables are not added to reports.
restrictions	callVariableRestriction [0..unbounded]	Possible values of the variable.
type	callVariableType	One of the available types of call variables.

callVariableRestriction

This data type contains the restriction values of a call variable.

Name	Type	Description
type	cavRestrictionType	One of the available restrictions.
value	string	Value by which to limit the variable.

callVariableType

This data type contains the possible data types of a call variable.

Name	Type	Description
STRING	string	Letters and numbers.
NUMBER	string	Numbers only.
DATE	string	Date only.
TIME	string	Time only.
DATE_TIME	string	Date and time.
CURRENCY	string	Currency.
BOOLEAN	string	True or false.
PERCENT	string	Percentage.
EMAIL	string	Email address.
URL	string	URL.
PHONE	string	Phone number.
TIME_PERIOD	string	Time interval.

callVariablesGroup

This data type contains a group of call variables.

Name	Type	Description
description	string	Description of the group.
name	string	Name of the group.
variables	callVariable [0..unbounded]	List of call variable objects.

campaign

This data type contains the campaign attributes returned by [getCampaignsResponse](#).

Name	Type	Description
description	string	Description of the campaign.
mode	campaignMode	Campaign mode.
name	string	Name of the campaign.
profileName	string	Campaign profile name. Applies only to the advanced campaign mode.
state	campaignState	Current state of the campaign.
trainingMode	boolean	Whether the campaign is in training mode. <ul style="list-style-type: none">• True: Campaign in training mode.• False: Campaign not in training mode.
type	campaignType	Category of campaign.

campaignCallWrapup

This data type contains the details for the work time after the end of a call.

Name	Type	Description
agentNotReady	boolean	Whether to automatically place agents who reach a call timeout in a Not Ready state. <ul style="list-style-type: none">• True: Set agents to Not Ready state.• False: Do not set agents to Not Ready state.
dispostionName	string	Name of disposition automatically set for the call if the timeout is reached. <i>Note spelling.</i>

Name	Type	Description
enabled	boolean	Whether to limit the wrap-up time of agents. <ul style="list-style-type: none">• <code>True</code>: Limit the wrap-up time.• <code>False</code>: Do not limit the wrap-up time.
reasonCodeName	string	Not Ready reason code for agents who are automatically placed in Not Ready state after reaching the timeout.
timeout	timer	Time limit for agents in wrap-up mode.

campaignDialNumber

This data type contains the types of numbers associated with a campaign.

Name	Type	Description
Primary	string	Primary contact number.
Alt1	string	First alternate contact number.
Alt2	string	Second alternate contact number.

campaignDialingAction

This data type contains the possible actions to take after dialing a number.

Name	Type	Description
actionArgument	string	Name of prompt or IVR script to execute when a campaign-related event occurs. It is ignored when action type is <code>DROP_CALL</code> .
actionType	campaignDialingActionType	Action to take when a specific event occurs.

Name	Type	Description
maxWaitTime	timer	Maximum waiting time for action on answering machine.

campaignDialingActionType

This data type contains the specific actions.

Name	Type	Description
DROP_CALL	string	Drop the call.
PLAY_PROMPT	string	Play a prompt.
START_IVR_SCRIPT	string	Start an IVR script.

campaignDialingMode

This data type contains the possible dialing modes.

Name	Type	Description
PREDICTIVE	string	Depending on campaign statistics, dials at a variable calls-to-agent ratio. For maximum agent use, predicts agent availability to begin dialing calls before an agent becomes ready for calls.
PROGRESSIVE	string	Depending on campaign statistics, dials at a variable calls-to-agent ratio when an agent becomes available.

Name	Type	Description
PREVIEW	string	Enables the agent to review the contact details before dialing or skipping the record. To use the Preview-Only Manual-Dialing mode as defined in the VCC (for outbound campaigns only), you must set <code>limitPreviewTime=True</code> and <code>dialNumberOnTimeout=False</code> . For more information on setting related flags, see outboundCampaign .
POWER	string	Dials at a fixed calls-to-agent ratio (1-to-1 or higher) when an agent becomes available.

campaignDialingOrder

This data type contains the dialing order of phone numbers when contact records have multiple phone numbers.

Name	Type	Description
PrimaryAlt1Alt2	string	Primary > first alternate > second alternate.
PrimaryAlt2Alt1	string	Primary > second alternate > first alternate.
Alt1PrimaryAlt2	string	First alternate > primary > second alternate.
Alt1Alt2Primary	string	First alternate > second alternate > primary.
Alt2PrimaryAlt1	string	Second alternate > primary > first alternate.
Alt2Alt1Primary	string	Second alternate > first alternate > primary.

campaignDialingSchedule

This data type contains the dialing configurations for a campaign profile.

Name	Type	Description
dialASAPSortOrder	dialSortOrder	Order for dialing numbers in the ASAP queue.
dialASAPTimeout	int	Duration before records that are not dialed are removed from the ASAP queue and are treated as normal records.
dialASAPTimeoutPeriod	timePeriod	Unit that specifies the dial ASAP timeout.
dialingOrder	campaignDialingOrder	Dialing order when contact records have multiple phone numbers.
dialingSchedules	campaignNumberSchedule [0..unbounded]	Time ranges used to call each of the three possible number associated with a campaign.
includeNumbers	campaignDialNumber [0..unbounded]	Whether to call each of the three numbers in the campaign associated with the profile.

campaignFilterCriterion

This data type contains the criterion by which to filter records in the dialer.

Name	Type	Description
compareOperator	compareOperatorType	Comparison between the contact field (left value) and the value (right value).
leftValue	string	Contact field or variable to use as filter.
rightValue	string	Value to use as filter.

campaignMode

This data type contains the options for a campaign.

Name	Type	Description
BASIC	string	Campaign with default settings, without a campaign profile.
ADVANCED	string	Campaign with a campaign profile specified in the <code>profileName</code> parameter.

campaignNumberSchedule

This data type contains the time ranges applied to a number associated with a record.

Name	Type	Description
number	campaignDialNumber	Which numbers associated with a record to consider.
startTime	timer	When, in local time, to start dialing numbers for an outbound campaign.
stopTime	timer	When to stop dialing numbers.

campaignProfileFilter

This data type contains the configurations for the campaign profile filter.

Name	Type	Description
crmCriteria	campaignFilterCriterion [0..unbounded]	Filter criteria for the records.
grouping	crmCriteriaGrouping	Configuration for the criteria of the filter group.
orderByFields	orderByField [0..unbounded]	Sorting order for the records in the dialer.

campaignProfileInfo

This data type contains the details of a campaign profile.

Name	Type	Description
ANI	string	ANI to send with outbound call.
description	string	Description of the profile.
dialingSchedule	campaignDialingSchedule	Order and time for dialing the numbers in a record.
dialingTimeout	int	Time to wait before disconnecting an unanswered call and logging it as No Answer. The default is 17 seconds.
initialCallPriority	int	Priority initially assigned to inbound and outbound calls on a scale of 1 to 100. Inbound calls have a default priority of 60. Calls with a higher priority are answered first, regardless of their time in a queue. To force calls from a campaign to be answered before those from other campaigns, increase the priority by 1.
maxCharges	int	Applies to inbound and outbound calls. Maximum dollar amount for long distance charges. The campaign stops automatically when this amount is reached. Zero means no limit.
name	string	Name of campaign profile.
numberOfAttempts	int	For outbound campaigns, number of dialing attempts for phone numbers in a list record, including redials due to disposition settings.

campaignState

This data type contains the possible states of a campaign.

Name	Type	Description
NOT_RUNNING	string	Campaign not currently active.
STARTING	string	Campaign being initialized.
RUNNING	string	Campaign currently active.
STOPPING	string	Campaign currently stopping.
RESETTING	string	Temporary state of an outbound campaign that is returning to its initial state. All dialing results of the outbound campaign are cleared so that all records can be redialed.

campaignStrategies

Version 4

This data type contains a list of campaign strategies. For each campaign, you can create up to 20 strategies, and you can use up to 20 active strategies concurrently.

Name	Type	Description
strategies	campaignStrategy [0..unbounded]	List of all strategies in your domain.

campaignStrategy

Version 4

This data type contains information about a campaign strategy. A strategy is a set of rules that enables you to set dialing patterns for processing dialing lists.

Name	Type	Description
description	string	Optional description of the strategy.
enabled	boolean	Whether the strategy is active. At least one strategy, named Default, must be active.
filter	campaignStrategyFilter	Conditions that apply to a strategy.
name	string	Required name of the strategy. However, you can modify the name at any time.
schedule	campaignStrategyPeriod [. .unbounded]	Dialing pattern for the strategy.
startAfterTimeMins	long	Start time (HH:MM) for the strategy. The strategy can start as soon as the dialing list is ready. If you leave this field blank, the dialer starts to dial immediately.

campaignStrategyFilter

Version 4

This data type contains the conditions that apply to a strategy.

Name	Type	Description
conditionGroupingType	crmCriteriaGroupingType	Types of filters that you can apply.
conditions	campaignFilterCriterion [. .unbounded]	List of criteria used by the dialer to filter records.
customGrouping	string	Custom type of group.

campaignStrategyPeriod

Version 4

This data type contains the dialing pattern for the strategy.

Name	Type	Description
redialAfterMins	long	Number of minutes for the dialer to wait before redialing a number.
startFromDay	long	Day of the week to start the strategy.

campaignType

This data type contains the types of campaigns.

Name	Type	Description
OUTBOUND	string	Calls made by a dialer to customers in lists created by administrators. These calls are passed to agents who process the calls.
AUTODIAL	string	Numbers are dialed automatically to phone numbers in a list. The campaign uses call-progress detection to determine whether the call was received by an answering machine or a person.
INBOUND	string	Calls received from customers originate from a DNIS. The calls are processed according to the rules set in the IVR Script of the campaign.

cannedReport

This data type contains the reference information for a canned report.

Name	Type	Description
index	int	Order number of the report.
name	string	Name of the report.

cavRestrictionType

This data type contains the possible restrictions that can be placed on the value of a call variable.

Name	Type	Description
MinValue	string	Minimum value.
MaxValue	string	Maximum value.
Regex	string	Regular expressions.
Required	string	Field must contain a value.
Set	string	Single value.
Multiset	string	Several possible values.
Precision	string	Digits after decimal point.
Scale	string	Digits before decimal point.
TimeFormat	string	Time format.
DateFormat	string	Date format.
TimePeriodFormat	string	Time interval format.
CurrencyType	string	Symbol for the type of currency, for example: \$

compareOperatorType

This data type contains the operators for the filter criteria.

Name	Type	Description
Contains	string	Contains a specified value.
DontContains	string	Does not contain a specified value. <i>Note spelling.</i>
IsNull	string	Null.
IsNotNull	string	Is not null.
EndsWith	string	Ends with.
Equals	string	Is equal to.
NotEqual	string	Not equal to.
Greater	string	Greater than.
GreaterOrEqual	string	Greater than or equal to.
Less	string	Less than.
LessOrEqual	string	Less than or equal to.
Like	string	Specified pattern in a column (see SQL LIKE operator)
StartsWith	string	Starts with.

contactField

This data type contains the configuration of a contact field.

Name	Type	Description
displayAs	contactFieldDisplay	Display options for the data in the Agent desktop.
mapTo	contactFieldMapping	Map of the system information into the field. The field is updated when a disposition is set.

Name	Type	Description
name	string	Name of the contact field.
restrictions	contactFieldRestriction [0..unbounded]	Restrictions imposed on the data that can be stored in this field.
system	boolean	Whether this field is set by the system or an agent. <ul style="list-style-type: none">• True: Field set by system.• False: Field set by agent.
type	contactFieldType	Type of data stored in this field.

contactFieldDisplay

This data type contains the options for the appearance of field data in the agent's desktop.

Name	Type	Description
Short	string	Half line.
Long	string	Full line.
Invisible	string	Not represented.

contactFieldMapping

This data type contains the data that can be mapped to a specific field in the contact database.

Name	Type	Description
None	string	
LastAgent	string	Name of last logged-in agent.
LastDisposition	string	Name of last disposition assigned to a call.

Name	Type	Description
LastSystemDisposition	string	Name of last system disposition assigned to a call.
LastAgentDisposition	string	Name of last disposition assigned by an agent to a call.
LastDispositionDateTime	string	Date and time of last disposition assigned to a call.
LastSystemDispositionDateTime	string	Date and time of last system disposition assigned to a call.
LastAgentDispositionDateTime	string	Date and time of last disposition assigned by an agent to a call.
LastAttemptedNumber	string	Last number attempted by the dialer or by an agent.
LastAttemptedNumberN1N2N3	string	Index of the last dialed phone number in the record: number1, number2 or number3.
LastCampaign	string	Name of the last campaign that dialed the record.
AttemptsForLastCampaign	string	Dialing attempts for last campaign.
LastList	string	Name of last list used.
CreatedDateTime	string	Date and time of record creation in the contact database.
LastModifiedDateTime	string	Date and time of record modification in the contact database.

contactFieldRestriction

This data type contains the restriction that applies to the data stored in a contact field.

Name	Type	Description
isEnabled	boolean	Not supported.
Versions 2		In <code>contactFieldRestrictionType</code> , whether agents can select <code>Set</code> and <code>Multiset</code> . <ul style="list-style-type: none">• <code>True</code>: Agent can select.• <code>False</code>: Agent cannot select.
type	contactFieldRestrictionType	One of the restriction types.
value	string	Value of the restriction, such as \$ if the restriction type is <code>CurrencyType</code> .

contactFieldRestrictionType

This data type contains the available types of restrictions.

Name	Type	Description
MinValue	string	Minimum value.
MaxValue	string	Maximum value.
Regexp	string	Regular expressions.
Required	string	Field must contain a value.
Set	string	Single value.
Multiset	string	Several possible values.
Precision	string	Digits after decimal point.
Scale	string	Digits before decimal point.
TimeFormat	string	Time format.
DateFormat	string	Date format.
TimePeriodFormat	string	Time interval format.

Name	Type	Description
CurrencyType	string	Symbol for the type of currency, for example: \$

contactFieldType

This data type contains the types of data that can be stored in a specific contact field.

Name	Type	Description
STRING	string	Letters and numbers.
NUMBER	string	Numbers only.
DATE	string	Date only.
TIME	string	Time only.
DATE_TIME	string	Date and time.
CURRENCY	string	Currency.
BOOLEAN	string	True or false.
PERCENT	string	Percentage.
EMAIL	string	Email address.
URL	string	URL.
PHONE	string	Phone number.
TIME_PERIOD	string	Time interval.

contactsLookupResult

This data type contains the contact database records that match the `crmLookupCriteria`.

Name	Type	Description
fields	string [0..unbounded]	Field names in the contact database.

Name	Type	Description
records	record [0..unbounded]	Records in the contact database.

crmAddMode

This data type specifies whether a contact record is added to the contact database when a new record is added to a dialing list.

Name	Type	Description
ADD_NEW	string	Contact records are created in the contact database and are added to the dialing list.
DONT_ADD	string	Records are added to the dialing list but no records are created in the contact database.

crmCriteriaGrouping

This data type contains the conditions for the filter group of a campaign profile.

Name	Type	Description
expression	string	Expression for the group of filters if <code>crmCriteriaGroupingType=Custom</code> . The supported operators are AND, OR, NOT. Example: (1 AND 2 AND 3) OR (4 AND 5 AND 6 AND 7)
type	crmCriteriaGroupingType	Possible types of filters.

crmCriteriaGroupingType

This data type contains the types of filters that you can apply before a record can be called.

Name	Type	Description
All	string	All the conditions must be met.
Any	string	Any of the conditions must be met.
Custom	string	Custom relationship defined by <code>crmCriteriaGrouping=expression</code> .

crmDeleteMode

This data type contains the modes used for deleting data from the contact database.

Name	Type	Description
DELETE_ALL	string	Delete all records. Does not apply to single record transactions, such as when using the <code>deleteRecordFromList</code> method.
DELETE_SOLE_MATCHES	string	Delete only single matches.
DELETE_EXCEPT_FIRST	string	Delete all records except the first matching record.

crmDeleteSettings

This data type contains the available options for deleting data from the contact database.

Name	Type	Description
basicImportSettings	crmDeleteSettings	Information about the deletion options.

crmFieldCriterion

This data type contains an individual criterion in the contact database.

Name	Type	Description
field	string	Field in the contact database.
value	string	Value in the contact database.

crmImportResult

This data type contains the results of an import transaction.

Name	Type	Description
basicImportResult	crmImportResult	Information about list import.

crmLookupCriteria

This data type contains the criteria used to find matching records in the contact database.

Name	Type	Description
contactIdField	string	Field name of the response that contains the ID of the contact, which is the internal database identifier in the VCC.
criteria	crmFieldCriterion [0..unbounded]	List of contact database criteria.

crmUpdateMode

This data type contains how contact records should be updated when records are added to a dialing list.

Name	Type	Description
UPDATE_FIRST	string	Update the first matched record.
UPDATE_ALL	string	Update all matched records. Does not apply to single record transactions, such as with the <code>updateCrmRecord</code> method.
UPDATE_SOLE_MATCHES	string	Update only if one matched record is found.
DONT_UPDATE	string	Do not update any record.

crmUpdateSettings

This data type contains the CRM update settings.

Name	Type	Description
basicImportSettings	crmUpdateSettings	Detailed information about the settings.

customDispositionType

This data type contains the CRM update settings.

Name	Type	Description
FinalDisp	string	Any contact number of the contact is not dialed again by the current campaign.
FinalApplyToCampaigns	string	Contact is not dialed again by any campaign that contains the disposition.

Name	Type	Description
AddActiveNumber	string	Adds the number dialed to the DNC list.
AddAndFinalize	string	Adds the call results to the campaign history. This record is no longer dialing in this campaign. Does not add the contact's other phone numbers to the DNC list.
AddAllNumbers	string	Adds all the contact's phone numbers to the DNC list.
DoNotDial	string	Number is not dialed in the campaign, but other numbers from the CRM record can be dialed.
RedialNumber	string	Number is dialed again when the list to dial is completed, and the dialer starts again from the beginning.

customReportCriteria

This data type contains the criteria by which to filter the data contained in a report.

Name	Type	Description
reportObjects	reportObjectList [0..unbounded]	List of objects by which to filter the report.
time	reportTimeCriteria	Start and end of reporting time.

data

This data type contains the parameter that contains the value of one field of a contact record.

Name	Type	Description
data	string [0..unbounded]	Value of one field of a contact record. One data parameter must be used for each contact record field. In the row, list of values that correspond to the column names of the header row.

dateRange

This data type contains the dates for which a dialing rule applies. You must specify either the days of the week or a date range. If both are specified, `daysOfWeek` is used, and the date range is ignored.

Name	Type	Description
daysOfWeek	dayOfWeek [0..unbounded]	Array of the days of the week.
endDate	dateTime	Last day of the date range.
startDate	dateTime	First day of the date range.

dayOfWeek

This data type contains the days of the week.

Name	Type	Description
SUNDAY	string	
MONDAY	string	
TUESDAY	string	
WEDNESDAY	string	

Name	Type	Description
THURSDAY	string	
FRIDAY	string	
SATURDAY	string	

dialSortOrder

This data type contains the order for dialing numbers in the ASAP queue.

Name	Type	Description
LIFO	string	Last in, first out: newest added called first.
FIFO	string	First in, first out.
ContactFields	string	Sort order of the campaign profile.

dialingRule

This data type contains the configuration for a dialing rule. Dialing rules are used to ensure that the VCC does not dial numbers during certain times or days.

Name	Type	Description
applyToManualCalls	boolean	Whether to restrict manual calls to the dialing rule. <ul style="list-style-type: none">• <code>True</code>: Restrict manual calls.• <code>False</code>: Do not restrict manual calls.

Name	Type	Description
contactText	string	Comma-separated list of the possible entries for a state in the calling list. For example, "Alabama, AL" indicates that the state dialing rule applies to contact records that have either Alabama or AL in the state contact field. If omitted, the name and abbreviation of the state are used by default.
dateRange	dateRange	Date range when dialers do not dial numbers.
fixedTimeZone	string	Time zone used by the dialer to check whether a number can be called. If omitted, the time zone of the dialed number is used by default. For example, <code>US/Pacific</code> is used for PDT time. The names of the time zones are located in the Dialing Rules tab of Administrator VCC Configuration.
name	string	Name of the dialing rule.
state	stateProvince	State for which to apply this rule. If omitted, the rule applies to numbers of any state. If specified, the rule applies to the value of the state contact field.
timeRange	timeRange	Part of the day that applies to the rule. If omitted, the assumption is all day long.

disposition

This data type contains the attributes of a custom disposition.

Name	Type	Description
agentMustCompleteWorksheet	boolean	Whether the agent needs to complete a worksheet before selecting a disposition. <ul style="list-style-type: none">• <code>True</code>: Worksheet required.• <code>False</code>: Worksheet not required.
agentMustConfirm	boolean	Whether the agent is prompted to confirm the selection of the disposition. <ul style="list-style-type: none">• <code>True</code>: Agent prompted to confirm disposition.• <code>False</code>: Agent not prompted to confirm disposition.
description	string	Description of the disposition.
name	string	Name of the disposition.
resetAttemptsCounter	boolean	Whether assigning the disposition resets the number of dialing attempts for this contact. <ul style="list-style-type: none">• <code>True</code>: Disposition resets the counter to zero.• <code>False</code>: Disposition does not reset the counter to zero.
sendEmailNotification	boolean	Whether call details are sent as an email notification when the disposition is used by an agent. <ul style="list-style-type: none">• <code>True</code>: Send email notification.• <code>False</code>: Do not send email notification.

Name	Type	Description
sendIMNotification	boolean	Whether call details are sent as an instant message in the Five9 system when the disposition is used by an agent. <ul style="list-style-type: none">• True: Send instant message.• False: Do not send instant message.
trackAsFirstCallResolution	boolean	Whether the call is included in the first call resolution statistics (customer's needs addressed in the first call). Used primarily for inbound campaigns. <ul style="list-style-type: none">• True: Include in statistics.• False: Do not include in statistics.
type	customDispositionType	Disposition type.
typeParameters	dispositionTypeParameters	Parameters that apply to the disposition type.

dispositionCount

This data type contains the number of times that a disposition can be used before the campaign is stopped.

Name	Type	Description
count	int	Limit of the disposition.
dispositions	string [0..unbounded]	List of the dispositions to which this limit applies.

dispositionTypeParams

This data type contains the information returned by a dispositions update transaction.

Name	Type	Description
allowChangeTimer	boolean	Whether the agent can change the redial timer for this disposition. <ul style="list-style-type: none">• True: Agent can change redial timer.• False: Agent cannot change redial timer.
attempts	byte	Number of redial attempts.
timer	timer	Redial timer.
userTimer	boolean	Whether this disposition uses a redial timer. <ul style="list-style-type: none">• True: Use a redial timer.• False: Do not use a redial timer.

dispositionsImportResult

This data type contains the information returned by a dispositions update transaction.

`dispositionsImportResult` extends [dispositionsImportResult](#).

Name	Type	Description
basicImportResult	dispositionsImportResult	Information about list import.

dispositionsUpdateMode

This data type contains how dispositions are updated.

Name	Type	Description
UPDATE_ALL	string	Update disposition for all records that match the key.
UPDATE_IF_SOLE_CRM_MATCH	string	Update disposition if only one record matches the key. Otherwise, request for update is denied.

dispositionsUpdateSettings

This data type contains the settings to be used when updating dispositions.

Name	Type	Description
basicImportSettings	dispositionsUpdateSettings	Detailed information about the import settings.

distributionAlgorithm

This data type contains the algorithm used by the ACD to determine to which agent to transfer a call in a specific queue.

Name	Type	Description
LongestReadyTime	string	Agent with the longest idle time since the last call.
LongestReadyTimeExcludeMC	string	Agent with the longest idle time, excluding manual calls, such as callbacks.

Name	Type	Description
RoundRobin	string	Agent with the highest idle time among those logged into the queue. When agents log into the queue, they have the lowest idle time. The first queued call is delivered to the agent with the highest idle time. This agent is removed from the list. The process continues with the next agent with the highest idle time and the next queued call.
MinCallsHandled	string	Agent who has handled the fewest calls during the interval specified in distributionTimeFrame .
MinHandleTime	string	Agent who has the lowest total call handle time during the interval specified in distributionTimeFrame .

distributionTimeFrame

This data type contains the time interval for `MinCallsHandled` and `MinHandleTime` in `distributionAlgorithm`.

Name	Type	Description
minutes15	string	
minutes30	string	
minutes60	string	
hours8	string	
hours24	string	
thisDay	string	

emailNotifications

This data type contains the options for email notifications.

Name	Type	Description
emailAddress	string	Email address to receive error messages. This address is used for bounced email messages and as the Reply-To address.
maxAttachmentSize	int	Maximum MB for a voicemail attachment. If a voicemail attachment exceeds the specified size, the email notification is sent without the attachment.
newUserNotification	boolean	Whether to send the login credentials to the newly created email address of a user. <ul style="list-style-type: none">• <code>True</code>: Send the login credentials.• <code>False</code>: Do not send the login credentials.

entry

This data type contains import warnings in key-value pair format.

Name	Type	Description
key	string	Number of warnings for the type of warning that occurred during data import.
value	long	Warning message.

fieldEntry

This data type maps the column number to the contact database field name for each field imported into the dialing list and contact database.

Name	Type	Description
columnNumber	int	Starting with 1, column number in a CSV file or importData array that contains data for the associated contact field.
fieldName	string	Name of the contact field associated with the column number.
key	boolean	<p>Whether the key is used to find the record in the contact database.</p> <p>When a record needs to be updated, the key is used to find the record to update in the contact database. For example, the key can be <code>first_name</code>, <code>first_name+last_name</code>, <code>Number1</code>, or a combination.</p> <p>When a record is added, the value of the key determines if the record already exists. If so, the values in <code>crmAddMode</code>, <code>crmUpdateMode</code>, and <code>listAddMode</code> determine how to handle matching records.</p> <ul style="list-style-type: none">• <code>True</code>: Use the key.• <code>False</code>: Do not use the key.

ftpImportSettings

This data type contains the settings to access an FTP server.

Name	Type	Description
hostname	string	Host name.
password	string	Password.

Name	Type	Description
path	string	Path.
username	string	User name.

generalCampaign

This data type contains information about a campaign. These elements are returned in the [inboundCampaign](#) data type by the [getInboundCampaignResponse](#) method.

Name	Type	Description
defaultIvrSchedule	ivrScriptSchedule	Configuration of an IVR script.
maxNumOfLines	int	Maximum number of simultaneous calls.

importData

This data type contains the data to be imported.

Name	Type	Description
values	stringArray [0..unbounded]	Array to import. Each item corresponds to the <code>fieldsMapping</code> element specified in listUpdateSettings . Depending on the value of <code>skipHeaderLine</code> , the first record may not be read. For more information, see basicImportSettings .

importIdentifier

This data type contains the data import identifier.

Name	Type	Description
identifier	string	Identifier used to check on the status and outcome of a data import operation.

importTrouble

Version 3

This data type contains general information about the rejection.

Name	Type	Description
key	string [0..unbounded]	List of fields marked as keys.
kind	importTroubleKind	Information about the possible reasons for the import failure.
rowNumber	int	Number of the row that has the problem.
troubleMessage	string	Message that describes the problem.

importTroubleKind

Version 3

This data type contains detailed information about import problems.

Name	Type	Description
ParseError	string	Error message.
DuplicateKey	string	Record with the key field that already exists.

Name	Type	Description
AllKeyFieldsAreEmpty	string	At least one key field should not be empty.
NoMatchesInContacts	string	No corresponding contact in the database.
OneMatchInContacts	string	Record being imported already exists in CRM. Occurs when CrmUpdateMode=DONT_UPDATE
MultipleMatchesInContacts	string	Several contacts in the list have the same key value. Not allowed by the settings of another request.
InternalImportError	string	Undefined error.

inboundCampaign

This data type contains the attributes of an inbound campaign.

Name	Type	Description
inboundCampaign	generalCampaign	Attributes of an inbound campaign.

ivrScriptDef

This data type contains an IVR script.

Name	Type	Description
description	string	Description of the script.
name	string	Name of the script.
xmlDefinition	string	Script in XML format. Specify the text as CDATA, or replace the special characters with their ISO 8859-1 codes.

ivrScriptSchedule

This data type contains the configuration of an IVR script.

Name	Type	Description
chatEnabled Version 3	boolean	Whether chat is enabled for the campaign.
name	string	Name of the IVR schedule.
scriptName	string	Name of the IVR script.
scriptParameters	scriptParameterVa lue [0..unbounded]	Parameters of a foreign script module used in the IVR script.
visualModeEnabled Version 3	boolean	Whether Visual IVR is enabled for the campaign.

keyPerformanceIndicators

[Note spelling of data type.] This data type contains the settings used to customize Service Level statistics in the supervisor application and in reporting.

Name	Type	Description
minTimeOfResponse	int	Minimum call length.
speedOfAnswer	int	For inbound campaigns, percentage of calls answered in the specified number of seconds.

keyValuePair

This data type contains a key-value pair.

Name	Type	Description
key	string	Name used to identify the pair.

Name	Type	Description
value	string	Value that corresponds to the name.

language

This data type contains the language of the prompts.

Name	Type	Description
En_US	string	U.S. English.

limitTimeoutState

This data type contains the maximum number and count of requests sent for a specific operation type in a specific time period.

Name	Type	Description
callCounterStates	callCounterState [0..unbounded]	Array of the different API requests and their limits and counts for that time period.
timeout	long	Time period in seconds to which the limits apply.

listAddMode

This data type contains how to add records to a list.

Name	Type	Description
ADD_FIRST	string	Adds the first record when multiple matches exist.

Name	Type	Description
ADD_ALL	string	Add all records. Does not apply to asynchronous transactions, such as with the <code>addRecordToList</code> and <code>asyncAddRecordsToList</code> methods.
ADD_IF_SOLE_CRM_MATCH	string	Add record if only one match exists in the database.

listDeleteSettings

This data type contains the list deletion settings.

Name	Type	Description
basicImportSettings	listDeleteMode	Describes how to delete dialing list and contact records.

listDialingMode

This data type contains the list dialing modes. These options apply to lists used with the Predictive, Power, and Progressive campaign dialing modes.

Name	Type	Description
VERTICAL_DIALING	string	Dialer attempts to call all numbers in a CRM record before proceeding to the next record.
LIST_PENETRATION	string	Dialer attempts to call all numbers in a column before proceeding to the next column.
EXTENDED_STRATEGY Version 4	string	Dialer attempts to call numbers in a list in order of importance. For example, until a contact is reached, numbers that are more important are redialed sooner and more often than those that are not.

listInfo

This data type contains a dialing list.

Name	Type	Description
name	string	Name of dialing list.
size	int	Size of dialing list.

listImportResult

This data type contains information about the imported contact records.

`listImportResult` extends [basicImportResult](#).

Name	Type	Description
callNowQueued	long	Record in the queue ready to be dialed. Value is 0 or 1.
crmRecordsInserted	long	Number of inserted contact records.
crmRecordsUpdated	long	Number of updated contact records.
listName	string	Name of list into which data was imported.
listRecordsDeleted	long	Number of deleted list records.
listRecordsInserted	long	Number of inserted list records.

listState

This data type contains the attributes of each list associated with a campaign.

Name	Type	Description
campaignName	string	Name of campaign to which the list is associated.
dialingPriority	int	Dialing priority for the list In the campaign.

Name	Type	Description
dialingRatio	int	Dialing ratio for this list compared to other lists associated with the same campaign.
listName	string	Name of list.
priority	int	Dialing priority of a list in a campaign. A list with a lower priority number is dialed first.

listUpdateSettings

This data type contains the list update settings. `listUpdateSettings` extends [basicImportSettings](#).

Name	Type	Description
callNowColumnNumber	int	<p>Column number, starting with 1.</p> <p>If a record should be dialed immediately, the content of the column is 1, T, Y, and Yes. This column is not included in the <code>fieldsMapping</code> parameter and is not imported in the contact database.</p> <p>If <code>callNowMode</code> is also specified, only records that have a true value and apply to <code>callNowMode</code> are called immediately.</p> <p>If you do not want to add a column for each imported record, use <code>callNowMode</code> singly.</p>

Name	Type	Description
callNowMode	callNowMode	<p>Whether records are dialed immediately.</p> <p>If <code>callNowColumnNumber</code> is also specified, <code>callNowMode</code> applies to all records with a true value in the specified column.</p> <p>If <code>callNowColumnNumber</code> is omitted, the <code>callNowMode</code> applies to all records imported by the request.</p>
callTime	long	<p>When to dial the records (Epoch time in milliseconds); applies to all records in the request, except for those with a value in the <code>timeToCallColumn</code>; does not apply to the <code>addToList</code> method, which is used to process batch record transactions.</p> <p>Note The call time value is applied only if the campaign exists when the record is added to the list assigned to that campaign. However, if a campaign is created or associated with a list <i>after</i> the record is added to the list, calls may be dialed sooner than the specified value, depending on the size of the list, the position of the record in the list, and the other parameters assigned to the list in the campaign.</p>
callTimeColumnNumber	int	<p>Column that contains the times (Epoch time) to call individual records. If a record contains a valid time, this time is used instead of the <code>callTime</code> parameter. Does not apply to the <code>addToList</code> method, which is used to process batch record transactions.</p>
cleanListBeforeUpdate	boolean	<p>Whether to remove all records in the list before adding new records.</p> <ul style="list-style-type: none">• <code>True</code>: Remove all records.• <code>False</code>: Do not remove all records.

Name	Type	Description
crmAddMode	crmAddMode	Describes how to add new contact records into a dialing list.
crmUpdateMode	crmUpdateMode	Describes how to update contact records when adding a record to a dialing list.
listAddMode	listAddMode	Describes how to update the list.

listUpdateSimpleSettings

Version 3

This data type contains list update settings for the [addRecordToListSimple](#) method.

Name	Type	Description
callAsap	boolean	Whether to call the contact as soon as possible.
countryCode	string	Two-letter codes defined in ISO 3166-1 .

Version 4

fieldsMapping	fieldEntry [0..unbounded]	Mapping of the column number to the field name in the contact database. Important With <code>listUpdateSimpleSettings</code> , column numbers start at 0 whereas with <code>listUpdateSettings</code> , column numbers start at 1.
timeToCall	long	When to dial the records (Epoch time in milliseconds).
updateCRM	boolean	Whether the CRM data is updated. <ul style="list-style-type: none">• True: Data is updated.• False: Data is not updated.

miscVccOptions

This data type contains global VCC configuration options that are not found in other categories.

Name	Type	Description
defaultCampaign	string	Name of the campaign selected by default when agents start manual calls to external numbers.
enableReasonCodes	boolean	Whether agents can choose reason codes when selecting Not Ready and Logout. <ul style="list-style-type: none">• True: Agents can choose reason codes.• False: Agents cannot choose reason codes.
internalCallTimeout	int	Number of seconds to wait for a call to be answered by another agent. The default value is 20 seconds.
maySelectCampaign	boolean	In the softphone menu, whether agents can select a campaign other than the default. <ul style="list-style-type: none">• True: Agents can select another campaign.• False: Agents cannot select another campaign.
maySelectNone	boolean	Whether agents can make manual calls not associated with a campaign. <ul style="list-style-type: none">• True: Agents can make manual calls.• False: Agents cannot make manual calls.

Name	Type	Description
showDialAttempts	boolean	Whether agents can see call attempts automatically assigned a disposition by the dialer in the Contact Sessions panel. <ul style="list-style-type: none">• True: Agents can see call attempts.• False: Agents cannot see call attempts.
voicemailTimeout	int	Number of seconds for an agent to wait before accepting a transferred skill group voicemail. If the agent does not accept the voicemail message within the set time, the voicemail message is transferred to the next agent in the skill group.

niceLicenseType

This data type contains the types of NICE licenses that apply to Five9 domains.

Name	Type	Description
USER	string	
SCREEN_RECORDED_AGENT	string	
IEX_SCHEDULED_AGENT	string	

operationType

This data type contains the type of operation.

Name	Type	Description
Add	string	
Update	string	

Name	Type	Description
Remove	string	

orderByField

This data type contains the sorting order of fields in the dialer.

Name	Type	Description
descending	boolean	Whether fields are in descending or ascending order. <ul style="list-style-type: none">• True: Fields are in descending order.• False: Fields are in ascending order.
fieldname	string	Contact field to sort.
rank	int	Sorting priority for the values.

outboundCampaign

This data type contains the attributes of an outbound campaign.

Name	Type	Description
baseOutboundCampaign	outboundCampaign	Attributes of an outbound campaign.

passwordPolicies

This data type contains the password policies for the domain.

Note Except for `entryValues`, these parameters apply to all versions.

Name	Type	Description
entryValues Version 2	passwordPolicyEntryValue [0..unbounded]	Password policies for the domain.
adminLoginAttempts	int	Number of allowed login attempts for administrators.
enforcePasswordHistory	int	Number of passwords remembered by the system.
loginAttempts	int	Number of allowed login attempts for agents.
minCapitalCharacters	int	Minimum required number of capital letters.
minNumberCharacters	int	Minimum required number of alphabetical characters in the password.
minPasswordLength	int	Minimum length of a password.
minSpecialCharacters	int	Minimum required number of special characters
passwordExpires	int	Number of days before the expiration of the password

passwordPolicyEntries

Version 2

This data type lists the password settings.

Name	Type	Description
MIN_LENGTH	string	Minimum length of a password.
SPECIAL_SMBL		Any character other than a letter or digit.
CAPITAL_SMBL		Capital symbols allowed in the password.
DIGIT		Digits allowed in the password.
LOCKOUT		Number of unsuccessful login attempts allowed before an agent's account is locked.
ADMINLOCKOUT		Number of unsuccessful login attempts allowed before an administrator's account is locked.
REUSELIFE		Password history
TIMELIFE		Password expiration date and time.
QUESTCANTCONTAINPWD		Whether a security question can contain the password.
CANRESETPASSWORD		Whether the user is allowed to reset the password.

passwordPolicyEntryValue

Version 2

This data type contains the password policies for the domain.

Name	Type	Description
entry	passwordPolicyEntries	Password settings.

Name	Type	Description
value	int	Value that corresponds to the <code>entry</code> selected.

promptInfo

This data type contains a prompt.

Name	Type	Description
description	string	Description of the prompt.
name	string	Name of the prompt.
type	promptType	Type of prompt.

promptType

This data type contains the type of prompt.

Name	Type	Description
TTSGenerated	string	Audio file generated with Five9 text-to-speech.
PreRecorded	string	Audio file recorded with third-party tool.

reasonCode

This data type contains a single reason code that can be selected by agents. Reason codes must be enabled in VCC Configuration under the Other tab.

Name	Type	Description
enabled	boolean	Whether a reason code is enabled. <ul style="list-style-type: none">• True: Reason code is enabled.• False: Reason code is not enabled.
name	string	Name of the reason code.
paidTime	boolean	Whether the agent is paid for the time away. <ul style="list-style-type: none">• True: Agent is paid.• False: Agent is not paid.
shortcut	unsignedShort	Character used as a keyboard shortcut by the agent going away.
type	reasonCodeType	Situation for which reason code is set.

reasonCodeType

This data type contains the types of reason codes.

Name	Type	Description
NotReady	string	Ready state changed to not ready.
Logout	string	Agent logs out.

record

This data type contains a row of a reporting table.

Name	Type	Description
values	data	Values that make up one contact record.

recordData

This data type contains the fields for a single dialing list record. This record is added to the contact database, or it is modified if it already exists.

Name	Type	Description
fields	string [0..unbounded]	Fields to be added to a dialing list.

remoteHostLoginSettings

This data type contains the FTP server settings for exporting recordings or reports on a remote server.

Name	Type	Description
hostName	string	FTP server name, which must be a fully qualified domain name or an IP address. Enter only the domain name without <code>ftp://</code> .
password	string	FTP password.
UserName	string	FTP user name.

reportObjectList

This data type contains the type of data to be included in the report.

Name	Type	Description
objectNames	string [0..unbounded]	Names of the objects.
objectType	wsObjectType	Possible filters that you can use in reports.

reportRowData

This data type contains the reporting data as a two-dimensional array. Note that the time is in Pacific Standard Time (PST).

Name	Type	Description
header	record	Row of column names.
records	record [0..unbounded]	Array of rows in the table. By default, the limit is 10000 records.

reportTimeCriteria

This data type contains the period from which to retrieve data from for a report.

Name	Type	Description
end	dateTime	End of the reporting period.
start	dateTime	Start of the reporting period with the time zone. Example: 2013-04-23T21:00:00.000-07:00.

reportingPermission

This data type contains the reporting permissions.

Name	Type	Description
type	reportingPermissionType	List of reporting permissions.
value	boolean	Whether to assign the permission. <ul style="list-style-type: none">• True: Assign the permission.• False: Do not assign the permission.

reportingPermissionType

This data type contains the possible reporting permissions.

Name	Type	Description
CanScheduleReportsViaFtp	string	Can schedule reports for an FTP server.
CanAccessRecordingsColumn	string	Can access the Recording column, which links to recordings in the Reporting portal. Enabled by default.
NICEEnabled	string	Applies only to NICE-enabled domains. Flags user to be tracked by NICE integration. Turned off by default.
CanViewStandardReports	string	Can access the Standard Reports tab.
CanViewCustomReports	string	Can access the Custom Reports tab.
CanViewScheduledReports	string	Can access the Scheduled Reports tab.
CanViewRecentReports	string	Can access the Recent Reports tab.
CanViewRelease7Reports	string	Can access the Release 7 Reports tab.
CanViewCannedReports	string	Can access the Canned Reports tab.

reportingRole

This data type contains the reporting role.

Name	Type	Description
permissions	reportingPermission [0..unbounded]	List of reporting permissions assigned to the user.

sayAs

This data type describes how the possible text elements of a prompt should be read. In the VCC, this information is located in the TTS Builder.

Name	Type	Description
Default	string	
Words	string	Word strings are spoken as words instead of being pronounced as strings of individual letters and digits. However, the characters of a word may be spoken individually when character sequences are particularly difficult to pronounce. Meant for acronyms to be read as words.
Acronym	string	Letters and/or digits, such as NATO and UNESCO in English, that are spoken as words when considered natural in the target language. Otherwise, letters and digits are pronounced individually, for example: API in English. Use detail <i>strict</i> to force spelling mode. In that case, punctuation is also spoken, for example: speaking a comma as <i>comma</i> . Acronym with detail <i>strict</i> is equivalent to letters with detail <i>strict</i> .
Address	string	Postal addresses.
Cardinal	string	Supported if relevant in the target language. Roman cardinals are often supported.

Name	Type	Description
Currency	string	Text is a currency amount with or without the currency symbol. Supports currencies commonly specified in the country corresponding to the target language.
Date	string	
Decimal	string	Same as number with format decimal. The separator for the integral part is optional. For example, in U.S. English, 123456.123 and 123,456.123 are pronounced in the same way.
Digits	string	Same as number with format digits. Numbers must be read digit by digit, including decimal periods and commas.
Duration	string	For example, duration with format <code>hms</code> is read as <code><h></code> hour(s), <code><m></code> minute(s), and <code><s></code> seconds.
Fraction	string	Same as number with format fraction. For example, pronounce 1/3 as one third.
Letters	string	<p>Strings are pronounced as sequence of single letters and/or digits. With detail <i>strict</i> punctuation is also spoken, for example: speaking a comma as <i>comma</i>. Letters with detail <i>strict</i> is equivalent to acronym with detail <i>strict</i>.</p> <p>For true spelling of all readable characters, use the <i>interpret-as</i> value <i>spell</i>.</p>
Measure	string	Many units, such as km, hr, dB, lb, or MHz, are supported. Units may appear immediately next to a number, such as 1cm, or be separated by a space, such as 15 ms. For some units, the distinction between singular and plural may not always be made correctly.

Name	Type	Description
Name	string	Interpret a string as a proper name if possible.
Net	string	Email can be used for email addresses.
Telephone	string	Supports phone numbers specified in the country corresponding to the target language. See the language-specific User Guide for a list of the supported formats. Use detail="punctuation" to speak punctuation, such as speaking a dash as <i>dash</i> .
Ordinal	string	Same as number with format ordinal. See the language-specific User's Guide for a list of the supported formats.
Spell	string	Characters in text string are pronounced as individual characters.
Time	string	Hour should be less than 24; minutes and seconds should be less than 60; AM/PM is read out only if explicitly specified. See the language-specific User's Guide for a list of the supported formats.

sayAsFormat

This data type contains the date and time format of the prompt.

Name	Type	Description
NoFormat	string	
Default	string	
Date_MDY	string	
Date_DMY	string	
Date_YMD	string	

Name	Type	Description
Date_YM	string	
Date_MY	string	
Date_DM	string	
Date_MD	string	
Date_Y	string	
Date_M	string	
Date_D	string	
Duration_HMS	string	
Duration_HM	string	
Duration_MS	string	
Duration_H	string	
Duration_M	string	
Duration_S	string	
Net_URI	string	
Net_EMAIL	string	
Time_HMS	string	
Time_HM	string	
Time_H	string	

scriptParameterValue

This data type contains the values of external variables for an IVR script.

Name	Type	Description
name	string	External variable name.
value	string	External variable value.

sForceEmailAccount

This data type contains the attributes of a Salesforce email account.

Name	Type	Description
consumerKey	string	Salesforce object that is automatically generated when you save a remote access definition.
consumerSecret	string	Salesforce object that is automatically generated when you save a remote access definition.
enabled	boolean	Whether the Salesforce email integration is enabled. <ul style="list-style-type: none">• True: Email integration is enabled.• False: Email integration is not enabled.
password	string	User's password generated by Salesforce.
securityToken	string	Security token that you provide to your agents in addition to the password generated by Salesforce if your agents' IP address is not in the trusted IP range configured in Salesforce for your organization.
userName	string	User's name generated by Salesforce.

skill

This data type contains the attributes of a skill.

Name	Type	Description
description	string	Skill description.
id	long	Skill ID.
messageOfTheDay	string	Message of the day for the skill.

Name	Type	Description
name	string	Skill name.
routeVoiceMails	boolean	Whether to route voicemail messages to the skill. <ul style="list-style-type: none">• True: Route voicemail messages to skill.• False: Do not route voicemail messages to skill.

skillInfo

This data type contains a skill assigned to users.

Name	Type	Description
skill	skill	Skill description.
users	userSkill [0..unbounded]	Users who possess the skill.

stateProvince

This data type lists the states and provinces of the U.S. and Canada.

Name	Type	Description
ANY	string	
US_ALABAMA	string	
US_ALASKA	string	
US_ARIZONA	string	
US_ARKANSAS	string	
US_CALIFORNIA	string	
US_COLORADO	string	
US_CONNECTICUT	string	

Name	Type	Description
US_DELAWARE	string	
US_FLORIDA	string	
US_GEORGIA	string	
US_HAWAII	string	
US_IDAHO	string	
US_ILLINOIS	string	
US_INDIANA	string	
US_IOWA	string	
US_KANSAS	string	
US_KENTUCKY	string	
US_LOUISIANA	string	
US_MAINE	string	
US_MARYLAND	string	
US_MASSACHUSETTS	string	
US_MICHIGAN	string	
US_MINNESOTA	string	
US_MISSISSIPPI	string	
US_MISSOURI	string	
US_MONTANA	string	
US_NEBRASKA	string	
US_NEVADA	string	
US_NEW_HAMPSHIRE	string	
US_NEW_JERSEY	string	
US_NEW_MEXICO	string	
US_NEW_YORK	string	
US_NORTH_CAROLINA	string	

Name	Type	Description
US_NORTH_DAKOTA	string	
US_OHIO	string	
US_OKLAHOMA	string	
US_OREGON	string	
US_PENNSYLVANIA	string	
US_RHODE_ISLAND	string	
US_SOUTH_CAROLINA	string	
US_SOUTH_DAKOTA	string	
US_TENNESSEE	string	
US_TEXAS	string	
US_UTAH	string	
US_VERMONT	string	
US_VIRGINIA	string	
US_WASHINGTON	string	
US_WEST_VIRGINIA	string	
US_WISCONSIN	string	
US_WYOMING	string	
CA_ALBERTA	string	
CA_BRITISH_COLUMBIA	string	
CA_MANITOBA	string	
CA_NEW_BRUNSWICK	string	
CA_NEWFOUNDLAND_AND_ LABRADOR	string	
CA_NOVA_SCOTIA	string	
CA_ONTARIO	string	
CA_PRINCE_EDWARD_ ISLAND	string	
CA_QUEBEC	string	

Name	Type	Description
CA_SASKATCHEWAN	string	

stringArray

This data type contains the values of import setting fields. The name space for this data type is `http://jaxb.dev.java.net/array`.

Name	Type	Description
item	string [0..unbounded]	Value of a record that corresponds to a field specified in import settings.

supervisorPermission

This data type contains the supervisor role.

Name	Type	Description
type	supervisorPermissionType	List of supervisor permissions.
value	boolean	Whether the user is assigned the supervisor permission. <ul style="list-style-type: none">• True: Permission is assigned.• False: Permission is not assigned.

supervisorPermissionType

This data type contains the list of supervisor permissions.

Name	Type	Description
Users	string	Can view the Users tab in the Supervisor desktop.

Name	Type	Description
Agents	string	Can monitor the status of agents (logged out, on break, on a call) and view agent statistics and ACD queues.
CallMonitoring	string	Can listen to agents' calls (silent monitoring).
Stations	string	Can view station IDs assigned to their domain.
ChatSessions	string	Can view active chat sessions.
Campaigns	string	Can view the Campaigns tab, including campaign status information and statistics, and other information and abilities.
CampaignManagement	string	Can be enabled for any of the single campaign management permissions at the bottom of this table: CampaignManagementStart, CampaignManagementStop, CampaignManagementReset, CampaignManagementResetDispositions, CampaignManagementResetListPositions, and CampaignManagementResetDialerDCP.
AllSkills	string	If false, only the skill data assigned to the user is visible. It disables the Filter Statistics by Skill option in the Supervisor View menu.
BillingInfo	string	Whether the user can view the billing information: true or false.
BargeInMonitor	string	Can speak with the customer. Use this value when the supervisor needs to help but not take over the call from the agent.
WhisperMonitor	string	Can speak to the agent without being heard by the customer. Use this value when coaching agents or assisting with difficult calls.

Name	Type	Description
ViewDataForAllAgentGroups	string	Can access all agent groups. When the permission is disabled, the supervisor can access only agent groups of which the supervisor is a member.
ReviewVoiceRecordings	string	Can access voicemail messages and recordings associated with each agent that the supervisor can access.
EditAgentSkills	string	Can add and remove skills and change skill levels for agents that the supervisor can view.
NICEEnabled	string	For NICE-enabled domains, flags user to be tracked by NICE integration. Disabled by default.
CanAccessDashboardMenu	string	Can access the Dashboard menu in the supervisor desktop.
CampaignManagementStart	string	Can start a campaign.
CampaignManagementStop	string	Can stop a campaign.
CampaignManagementReset	string	Can reset a campaign.
CampaignManagementResetDispositions	string	Can reset the dispositions of a campaign.
CampaignManagementResetListPositions	string	Can reset the dialing list position for outbound and autodial campaigns.
CampaignManagementResetDialerDCP	string	Can reset the dialer's dropped call percentage.
CanViewTextDetailsTab	string	Can view and log into the Text Details tab of the Supervisor desktop to access social media, email, and chat.
Version 3		
CanAccessShowFields	string	Can use the View > Show Fields menu to set the layout of the application.
Version 3		

supervisorRole

This data type contains the supervisor role.

Name	Type	Description
permissions	supervisorPermission [0..unbounded]	List of supervisor permissions.

timePeriod

This data type contains the unit of the dial ASAP time-out.

Name	Type	Description
Second	string	
Minute	string	
Hour	string	
Day	string	

timeRange

This data type contains the time range for a dialing rule.

Name	Type	Description
startHour	int	Beginning hour of the range, for example: 8 for 8:32AM.
startMinute	int	Beginning minute of the range, for example: 32 for 8:32PM.
stopHour	int	Ending hour of the range, for example: 17 for 5:00PM.
stopMinute	int	Ending minute value of the range, for example: 0 for 5:00PM.

timer

This data type contains the amount of time until expiration. The amount is the sum of the days, hours, minutes, and seconds.

Name	Type	Description
days	int	Number of days.
hours	int	Number of hours from 0 to 23.
minutes	int	Number of minutes from 0 to 59.
seconds	int	Number of seconds from 0 to 59.

ttsInfo

This data type contains a TTS prompt.

Name	Type	Description
language	language	Language used for the prompts.
sayAs	sayAs	Describes how letters, numbers, and symbols are pronounced.
sayAsFormat	sayAsFormat	Date and time format of the prompt.
text	string	Content of the prompt.

userInfo

This data type contains the information about a user.

Name	Type	Description
agentGroups	string [0..unbounded]	Agent groups to which the user belongs.
cannedReports	cannedReport [0..unbounded]	Reports associated with the user.

Name	Type	Description
generalInfo	userGeneralInfo	General information about the user, such as name and email address.
roles	userRoles	Roles assigned to the user.
skills	userSkill [0..unbounded]	List of user skills.

userGeneralInfo

This data type provides detailed information about a user.

Name	Type	Description
active	boolean	Whether the user account is enabled. <ul style="list-style-type: none">• True: Account enabled.• False: Account disabled.
canChangePassword	boolean	Whether the user can change the password. <ul style="list-style-type: none">• True: User can change password.• False: User cannot change password.
EMail	string	User's email address.
extension	int	User's phone extension.
firstName	string	First name of the user.
fullName	string	First and last name.
IEXScheduled	boolean	For NICE-enabled domains, whether to import the user into the IEX system. <ul style="list-style-type: none">• True: Import user.• False: Do not import user.
id	long	User ID.
lastName	string	User's last name.

Name	Type	Description
mustChangePassword	boolean	Whether the user is required to change the password when logging in for the first time. <ul style="list-style-type: none">• <code>True</code>: User required to change password.• <code>False</code>: User not required to change password.
osLogin	string	For NICE-enabled domains, user name of Windows OS used to synchronize Five9 users with NICE users.
password	string	Password.
startDate	dateTime	Date that the user started using the Five9 system. This value is used in reporting.
userName	string	User name.
userProfileName	string	Profile assigned to the user.

userProfile

This data type contains the details of a profile.

Name	Type	Description
description	string	Description of the profile.
IEXScheduled	boolean	For NICE-enabled domains, whether to import the user into the IEX system. <ul style="list-style-type: none">• <code>True</code>: Import user.• <code>False</code>: Do not import user.
name	string	Name of the profile.
roles	userRoles	User roles assigned to the profile.
skills	string [0..unbounded]	Skills assigned to the profile.

Name	Type	Description
users	string [0..unbounded]	List of agents using the profile.

userRoleType

This data type contains the roles that can be assigned to a user.

Name	Type	Description
DomainAdmin	string	Administrator role.
Agent	string	Agent role.
Supervisor	string	Supervisor role.
Reporting	string	Reporting role.

userRoles

This data type contains the roles assigned to a user.

Name	Type	Description
admin	adminRole	Administrator role permissions.
agent	agentRole	Agent role permissions.
reporting	reportingRole	Reporting role permissions.
supervisor	supervisorRole	Supervisor role permissions.

userSkill

This data type contains the skill assigned to a user.

Name	Type	Description
id	long	Skill ID.
level	int	Priority of the agent to receive calls sent to this skill group. Level 1 is the highest priority; level 10 is the lowest. Agents with higher level receive calls first. Users assigned to several skill groups may have a different priority level for each skill.
skillName	string	Skill name.
userName	string	User name assigned the skill and level.

vccConfiguration

This data type contains the global settings of the VCC.

Name	Type	Description
agentProductivity	agentProductivity	Minimum and maximum call durations used in reports to identify possible agent productivity exceptions.
emailProperties	emailNotification s	Email notification settings.
keyPerformanceIndicators	keyPerformanceIndicators	Service Level setting used in reporting and statistics. <i>Note spelling of name and type.</i>
miscOptions	miscVccOptions	Other options for VCC configuration.
passwordPolicies	passwordPolicies	Settings for password management.
recordingsServer	remoteHostLoginSettings	FTP server settings for recordings.

Name	Type	Description
reportsServer	remoteHostLoginSettings	FTP server settings for reports.
salesforceEmailAccount	sForceEmailAccount	Attributes of a Salesforce email account.

webConnector

This data type contains the configuration details of a web connector.

Name	Type	Description
addWorksheet	boolean	Applies only to POST requests. Whether to pass worksheet answers as parameters. <ul style="list-style-type: none">• True: Pass worksheet answers as parameters.• False: Do not pass worksheet answers as parameters.
agentApplication	webConnectorAgentAppType	If executeInBrowser=true, this parameter specifies whether to open the URL in an external or an embedded browser.
clearTriggerDispositions	boolean	When modifying an existing connector, whether to clear the existing triggers. <ul style="list-style-type: none">• True: Clear existing triggers.• False: Do not clear existing triggers.
constants	keyValuePair [0..unbounded]	List of parameters passed with constant values.
ctiWebServices	webConnectorCTIWebServicesType	In the Internet Explorer toolbar, whether to open the HTTP request in the current or a new browser window.
description	string	Purpose of the connector.

Name	Type	Description
executeInBrowser	boolean	<p>When enabling the agent to view or enter data, whether to open the URL in an embedded or external browser window.</p> <ul style="list-style-type: none"> • True: External — open a browser window. • False: Embedded — do not open a browser window, which is the desired action when using the On Call disposition triggers.
name	string	Name of the connector.
postConstants	keyValuePair [0..unbounded]	
postMethod	boolean	<p>Whether the HTTP request type is POST or GET.</p> <ul style="list-style-type: none"> • True: HTTP POST. • False: HTTP GET.
postVariables	keyValuePair [0..unbounded]	
startPageText	string	When using the POST method, enables the administrator to enter text to be displayed in the browser (or agent Browser tab) while waiting for the completion of the connector.
trigger	webConnectorTriggerType	Available trigger during a call when the request is sent.
triggerDispositions	string [0..unbounded]	When the trigger is <code>OnCallDispositioned</code> , specifies the trigger dispositions.
url	string	URL of the external Web site.
variables	keyValuePair [0..unbounded]	When using the POST method, connectors can include worksheet data as parameter values. The variable placeholder values are surrounded by @ signs. For example, the parameter <code>ANI</code> has the value <code>@Call.ANI@</code>

webConnectorAgentAppType

This data type contains the types of browsers in which a connector can be open.

Name	Type	Description
EmbeddedBrowser	string	Embedded browser window.
ExternalBrowser	string	External browser window.

webConnectorCTIWebServicesType

This data type contains the possible browsers that can be used to open connectors when using the CTI Web Services.

Name	Type	Description
CurrentBrowserWindow	string	Current browser window.
NewBrowserWindow	string	New browser window.

webConnectorTriggerType

This data type contains the possible connector triggers that can be used during a call.

Name	Type	Description
OnCallAccepted	string	Triggered when the call is accepted.
OnCallDisconnected	string	Triggered when the call is disconnected.
ManuallyStarted	string	Connector is started manually.
ManuallyStartedAllow DuringPreviews	string	Connector is started manually during call preview.
OnPreview	string	Triggered when the call is previewed.
OnContactSelection	string	Triggered when a contact is selected.

Name	Type	Description
OnWarmTransferInitiation	string	Triggered when a warm transfer is initiated.
OnCallDispositioned	string	Triggered when a disposition is selected.

wsObjectType

This data type contains the available filters that you can use in the reports.

Name	Type	Description
AgentGroup	string	Agent group.
Campaign	string	Campaign
CampaignProfile	string	Campaign profile.
CrmField	string	CRM field.
Disposition	string	Disposition.
List	string	Dialing list.
Prompt	string	Prompt.
ReasonCode	string	Reason code.
Skill	string	Skill.
User	string	User name.
UserProfile	string	User profile.
IvrScript	string	IVR script.
CallVariableGroup	string	Call variable group.
CallVariable	string	Call variable.
Connector	string	Connector.

Chapter 4

Exceptions

All error messages contain at least the message parameter, which is a string that describes the exception. Some exceptions contain additional parameters, which are described in the table.

Name	Description
AccessDisallowedFault	Your domain does not have access to the Five9 Configuration Web Services. To request access, contact Five9 Support.
AddRecordToListFault	<p>Version 3: Error with addRecordToListSimple due to one of these reasons:</p> <ul style="list-style-type: none"> • The following field(s) do not exist in the CRM table: {0} • Sending email not supported in this release. • Mandatory field {0} missing. • There can be maximum of 64 CRM fields. • Number {0} must either be 10 digits for dialing within North America or begin with 011 for International number. • Number {0} has to be less than or equal to 16 digit and greater than or equal to 10 digit. • List was not found. • Specified record already exist in the list. • At least one number should be specified for new record. • No value provided for key {0}. • More than one record matches specified criteria. • At least one key must be provided. • Time format must be provided along with Time to Dial. • Incorrect Time to Dial. • Incorrect key {0}. No such field. • Value of field {0} is too long. • Value of field {0} has incorrect format{1}. • Number of requests exceed maximum allowed value: {0}.

Name	Description									
	<ul style="list-style-type: none">• The requested domain is disabled.• There is no resources for processing the request at the moment. Please try to re-send the request.• Domain wasn't found.• Error while executing request.• Unknown error {0}.• Error while executing SQL statement {0}.• Error while executing SQL statement {0} with values {1}.• Error while processing Call ASAP and Time to call parameters - service temporary unavailable.• Error while loading external params.									
AdminSessionClosedFault	System error.									
AllowedOnlyForPreviewCampaignFault	<p>Incorrect dialing mode. Returned for the preview-only manual dialing mode.</p> <p>WrongDialingModeException:</p> <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.			
Name	Type	Description								
campaignName	string	Name of campaign.								
CampaignAlreadyExistsFault	<p>Attempting to create a campaign that already exists or to rename a campaign to the name of a campaign that already exists.</p> <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.			
Name	Type	Description								
campaignName	string	Name of campaign.								
CampaignNotFoundFault	<p>Campaign name does not exist in the Five9 configuration.</p> <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.			
Name	Type	Description								
campaignName	string	Name of campaign.								
CampaignStateUpdateFault	<p>Campaign state cannot be updated, for example: you cannot stop a campaign that is not running.</p> <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>details</td><td>string</td><td>Reason for the failure.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.	details	string	Reason for the failure.
Name	Type	Description								
campaignName	string	Name of campaign.								
details	string	Reason for the failure.								

Name	Description		
CantModifyObjectFault	System error.		
CommonCampaignFault	Common part of the campaign error.		
Version 3	Name	Type	Description
	campaignName	string	Name of campaign.
ConcurrentModificationFault	Specified object is already being modified by another client.		
CrmFieldNotFoundFault	Specified contact database field cannot be found in this domain.		
	Name	Type	Description
	fieldName	string	Name of field.
DialProfileNotFoundFault	Undefined profile is specified when creating or modifying an outbound campaign.		
	Name	Type	Description
	profileName	string	Name of profile.
DispositionAlreadyExistsFault	Attempting to create a disposition that already exists or to rename a disposition to the name of a disposition that already exists.		
	Name	Type	Description
	dispositionName	string	Name of profile.
DispositionIsAlreadyAssignedFault	Attempting to assign to a campaign a disposition that has already been assigned to the campaign.		
DispositionAlreadyAssignedException			
Note The Fault name is different from the Exception name.	Name	Type	Description
	campaignName	string	Name of campaign.
	dispositionName	string	Information about current and requested

Name	Description											
DispositionIsNotAssignedFault	Attempting to remove from a campaign a disposition that is not assigned to that campaign.											
DispositionIsNotAssignedException	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>dispositionName</td><td>string</td><td>Name of disposition.</td></tr></table>			Name	Type	Description	campaignName	string	Name of campaign.	dispositionName	string	Name of disposition.
Name	Type	Description										
campaignName	string	Name of campaign.										
dispositionName	string	Name of disposition.										
<i>Note The spelling of the Fault is different from that of the Exception.</i>												
DispositionNotAllowedFault	Attempting to add a disposition type that is not allowed for a campaign.											
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>dispositionName</td><td>string</td><td>Name of disposition.</td></tr></table>			Name	Type	Description	dispositionName	string	Name of disposition.			
Name	Type	Description										
dispositionName	string	Name of disposition.										
DispositionNotFoundFault	Attempting to get, remove, or rename a disposition that does not exist in the domain.											
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>dispositionName</td><td>string</td><td>Name of disposition.</td></tr></table>			Name	Type	Description	dispositionName	string	Name of disposition.			
Name	Type	Description										
dispositionName	string	Name of disposition.										
DNISAlreadyAssignedFault	DNIS is already assigned to a campaign.											
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>dnis</td><td>string</td><td>DNIS number.</td></tr></table>			Name	Type	Description	campaignName	string	Name of campaign.	dnis	string	DNIS number.
Name	Type	Description										
campaignName	string	Name of campaign.										
dnis	string	DNIS number.										
DNISIsNotAssignedFault	DNIS is not assigned to a campaign.											
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>dnis</td><td>string</td><td>DNIS number.</td></tr></table>			Name	Type	Description	campaignName	string	Name of campaign.	dnis	string	DNIS number.
Name	Type	Description										
campaignName	string	Name of campaign.										
dnis	string	DNIS number.										
DNISNotFoundFault	DNIS cannot be found in the domain.											
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>dnis</td><td>string</td><td>DNIS number.</td></tr></table>			Name	Type	Description	dnis	string	DNIS number.			
Name	Type	Description										
dnis	string	DNIS number.										
ExecutionRestrictionFault	Processing error.											

Name	Description		
ExtensionAlreadyInUseFault	Extension already assigned to another user.		
	Name	Type	Description
	ext	string	4-digit extension.
FinderException	Object cannot be found.		
ImportCancelledFault	Import operation was canceled.		
ImportInProgressFault	Campaign cannot be deleted because data is being imported into this campaign or into a list associated with this campaign		
ImportSizeLimitExceededFault	Request exceeds maximum number of records allowed.		
ImportRecordsCountLimitExceededException	Name	Type	Description
	limit	int	Maximum number of records allowed.
	recordsCount	int	Number of records in the request.
<i>Note The name of the fault is different from that of the exception.</i>			
IncorrectArgumentFault	Request contains incorrect argument name or value, or non-parameterized scripts contain parameters.		
InternalImportFault	All requests that trigger a data import process may experience an internal import fault. Resubmit the request.		
InvalidAccountFault	Invalid account.		
InvalidDateRangeFault	Invalid date range. Start date and time must precede end date and time.		
	Name	Type	Description
	end	dateTime	End time of range.
	start	dateTime	Start time of range.
InvalidImportDataFault	Incorrectly formatted source data for import operations.		
InvalidRegexPatternFault	Incorrectly formed regular expression used for data lookup.		
	Name	Type	Description
	pattern	string	Invalid regular
InvalidUserDataFault	Error in data provided to create or update user.		

Name	Description		
IvrScriptNotFoundFault	Attempting to create or modify a campaign with an IVR script that does not exist.		
	Name	Type	Description
	ivrScriptName	string	Name of IVR script.
ListAlreadyAssignedFault	List already assigned to this campaign.		
	Name	Type	Description
	campaignName	string	Name of campaign.
	listName	string	Name of list.
ListAlreadyExistsFault	List name already in use.		
	Name	Type	Description
	listName	string	Name of list.
ListCantBeRemovedFault	Attempting to delete a list that is in use.		
	Name	Type	Description
	listName	string	Name of list.
ListIsNotAssignedFault	Attempting to modify or remove a list that is not assigned to the campaign.		
	Name	Type	Description
	campaignName	string	Name of campaign.
	listName	string	Name of list.
ListNotFoundFault	Attempting to modify a list that does not exist.		
	Name	Type	Description
	listName	string	Name of list.
LogoutReasonCodeNotFoundFault	No reason codes of type logout exist with the name provided.		
	Name	Type	Description
	reasonCodeName	string	Name of reason code.
MissedArgumentFault	Required argument is missing from the request.		

Name	Description		
MissedOsLoginFault	Applies only to NICE-enabled domains. Missing required Windows login information.		
	Name	Type	Description
	agentNames	anyType [0..unbounded]	List of agents without Windows login information. You can use any primitive data type.
NICELicencesExceededFault	Number of provisioned licenses for domain has been exceeded.		
	Name	Type	Description
	featureLicenseType	niceLicenseType	Type of NICE license for which the limit has been reached.
	totalNumberOfLicenses	int	Number of licenses allowed.
NotReadyReasonCodeNotFoundFault	No <i>Not Ready</i> reason code with that name exists.		
	Name	Type	Description
	reasonCodeName	string	Name of reason code.
ObjectAlreadyExistsFault	Object with the same name already exists.		
	Name	Type	Description
	id	long	Object ID.
	objectName	string	Name of object.
	objectType	wsObjectType	Type of data.
ObjectInUseFault	Requested object is currently being used.		
	Name	Type	Description
	id	long	Object ID.
	objectName	string	Name of object.
	objectType	wsObjectType	Type of data.

Name	Description		
ObjectNotFoundFault	Requested object does not exist.		
	Name	Type	Description
	id	long	Object ID.
	objectName	string	Name of object.
	objectType	wsObjectType	Type of data.
ObjectsCountLimitExceededFault	Maximum count for this type of object for your domain has been reached.		
	Name	Type	Description
	id	long	Object ID.
	limit	int	Limit that has been reached.
	objectName	string	Name of object.
	objectType	wsObjectType	Type of data.
OperationsLimitExceededFault	Maximum number of Web Services requests for the 24-hour period has been exceeded.		
	Name	Type	Description
	limit	long	Maximum number of requests.
	operationType	string	Type of operation.
ParseException	Error found during parsing.		
	Name	Type	Description
	errorOffset	int	Location of the error.
PromptAlreadyExistsFault	Attempting to create a prompt that already exists.		
	Name	Type	Description
	promptName	string	Name of prompt.
PromptCantBeDeletedFault	Attempting to delete a prompt that is currently in use.		
	Name	Type	Description
	promptName	string	Name of prompt.

Name	Description		
PromptNotFoundFault	Attempting to create or modify a campaign that requires a prompt.		
	Name	Type	Description
	promptName	string	Name of prompt.
ReasonCodeCountLimitExceededFault	Limit for the number of reason codes in a domain has been reached.		
	Name	Type	Description
	reasonCodeName	string	Name of reason code.
ReasonCodeNotFoundFault	No reason code of that name exists.		
	Name	Type	Description
	reasonCodeName	string	Name of reason code.
ReportNotFoundFault	Report with that name and category does not exist.		
	Name	Type	Description
	folder	string	Category of the report.
	reportName	string	Name of the report.
ResultIsNotReadyFault	Operation in progress has not been completed. To check status, use isImportRunning or isReportRunning .		
ScheduleNotFoundFault	FTP schedule was not found.		
	Name	Type	Description
	scheduleName	string	Name of schedule.
ScheduleOperationFailedFault	Attempt to schedule FTP event failed.		
	Name	Type	Description
	operation	operationType	Enumeration of type string.
	scheduleName	string	Name of schedule.
ServerFault	Web Services server error.		
ServiceUnavailableFault	Web Services are not available.		

Name	Description									
SessionClosedFault	Session closed while the request is executed because another session is started concurrently with the same credentials.									
SkillAlreadyAssignedFault	Attempting to assign to a campaign a skill already assigned to the campaign. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.			
Name	Type	Description								
campaignName	string	Name of campaign.								
SkillAlreadyExistsFault	Attempting to create a skill with a name that already exists. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>skillName</td><td>string</td><td>Name of skill.</td></tr></table>	Name	Type	Description	skillName	string	Name of skill.			
Name	Type	Description								
skillName	string	Name of skill.								
SkillCantBeDeletedFault	Attempting to delete a skill used in other objects. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>skillName</td><td>string</td><td>Name of skill.</td></tr></table>	Name	Type	Description	skillName	string	Name of skill.			
Name	Type	Description								
skillName	string	Name of skill.								
SkillIsNotAssignedFault	Attempting to remove or modify a skill that is not assigned to that campaign. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>skillName</td><td>string</td><td>Name of skill.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.	skillName	string	Name of skill.
Name	Type	Description								
campaignName	string	Name of campaign.								
skillName	string	Name of skill.								
SkillNotFoundFault	Requested skill cannot be found. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>skillName</td><td>string</td><td>Name of skill.</td></tr></table>	Name	Type	Description	skillName	string	Name of skill.			
Name	Type	Description								
skillName	string	Name of skill.								
TooManyExtensionsFault	Number of extensions has exceeded the maximum allowed.									
TooManyItemsFault	Number of items has exceeded the maximum allowed.									
TooManyUsersFault	Number of users has exceeded the maximum allowed. Returned by createUser .									
TtsGenerationFailed	Generation of a TTS prompt audio file failed.									
Note Fault is absent from the name of the exception.	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>promptName</td><td>string</td><td>Name of prompt.</td></tr></table>	Name	Type	Description	promptName	string	Name of prompt.			
Name	Type	Description								
promptName	string	Name of prompt.								

Name	Description
UnknownIdentifierFault	Unknown identifier of import operation is requested.
UserAlreadyExistsFault	Attempting to create a user with a name that already exists.
UserAlreadyHasSkillFault	User already has the specified skill.
UserAlreadyLoggedInFault	User ID is already logged in.
UserCantBeDeletedFault	User name cannot be deleted because it is used in other objects.
UserDoesntHaveSkillFault	User does not have the specified skill.
UserHasNoRequiredRoleFault UserHasNoRequiredRolesException	User being added to agent group does not have the required agent or supervisor role.
<i>Note The spelling of the fault is different from that of the exception.</i>	
UserNotFoundFault	User not found.

Name	Description														
WavFileUploadFailedFault	WAV file upload failed when attempting to create or modify prompt.														
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>promptName</td><td>string</td><td>Name of prompt.</td></tr></table>	Name	Type	Description	promptName	string	Name of prompt.								
Name	Type	Description													
promptName	string	Name of prompt.													
WrongCampaignStateFault	Requesting a campaign that is not in the correct state. For example, attempting to delete, reset, or rename a campaign or dispositions while the campaign is running.														
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>actualState</td><td>campaignState</td><td>Specified state.</td></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>desiredState</td><td>campaignState</td><td>Campaign state that should be specified.</td></tr></table>	Name	Type	Description	actualState	campaignState	Specified state.	campaignName	string	Name of campaign.	desiredState	campaignState	Campaign state that should be specified.		
Name	Type	Description													
actualState	campaignState	Specified state.													
campaignName	string	Name of campaign.													
desiredState	campaignState	Campaign state that should be specified.													
WrongCampaignTypeFault	Incorrect campaign type. For example, outbound campaign requests should contain types that apply to outbound campaigns.														
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>actualType</td><td>campaignType</td><td>Specified campaign type.</td></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr><tr><td>desiredTypes</td><td>campaignType [0..unbounded]</td><td>Campaign types to specify.</td></tr></table>	Name	Type	Description	actualType	campaignType	Specified campaign type.	campaignName	string	Name of campaign.	desiredTypes	campaignType [0..unbounded]	Campaign types to specify.		
Name	Type	Description													
actualType	campaignType	Specified campaign type.													
campaignName	string	Name of campaign.													
desiredTypes	campaignType [0..unbounded]	Campaign types to specify.													
WrongListDialingModeFault	Incorrect dialing mode.														
Version 4	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string</td><td>Name of campaign.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.								
Name	Type	Description													
campaignName	string	Name of campaign.													
WrongPromptTypeFault	Specified prompt type is incorrect.														
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>actualType</td><td>promptType</td><td>Specified prompt type.</td></tr><tr><td>desiredType</td><td>promptType</td><td>Prompt type to specify.</td></tr><tr><td>promptName</td><td>string</td><td>Name of prompt.</td></tr></table>	Name	Type	Description	actualType	promptType	Specified prompt type.	desiredType	promptType	Prompt type to specify.	promptName	string	Name of prompt.		
Name	Type	Description													
actualType	promptType	Specified prompt type.													
desiredType	promptType	Prompt type to specify.													
promptName	string	Name of prompt.													

Appendix A

Examples

This appendix contains an example request and response pair for these methods:

[XML Examples](#)

[PHP Example](#)

XML Examples

[addToListCsv](#)

[addRecordToList](#)

[asyncAddRecordsToList](#)

[deleteFromContacts](#)

addToListCsv

Request

listUpdateSettings, highlighted in **blue**, extends basicImportSettings, highlighted in **red**.

```
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:addToListCsv>
      <listName>hotleadslist</listName>
      <listUpdateSettings>
        <fieldsMapping>
          <columnNumber>1</columnNumber>
          <fieldName>number1</fieldName>
          <key>true</key>
        </fieldsMapping>
        <fieldsMapping>
          <columnNumber>2</columnNumber>
          <fieldName>first_name</fieldName>
        </fieldsMapping>
      </listUpdateSettings>
    </ser:addToListCsv>
  </env:Body>
</env:Envelope>
```

```

        <key>false</key>
    </fieldsMapping>
</fieldsMapping>
    <columnNumber>3</columnNumber>
    <fieldName>last_name</fieldName>
    <key>false</key>
</fieldsMapping>
<reportEmail>admin@yourcompany.com</reportEmail>
<separator>,</separator>
<skipHeaderLine>true</skipHeaderLine>
<cleanListBeforeUpdate>false</cleanListBeforeUpdate>
<crmAddMode>ADD_NEW</crmAddMode>
<crmUpdateMode>UPDATE_ALL</crmUpdateMode>
<listAddMode>ADD_ALL</listAddMode>
</listUpdateSettings>
<csvData>number1,first_name,last_name</csvData>
</ser:addToListCsv>
</env:Body>
</env:Envelope>

```

Response

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:addToListCsvResponse>
      <return>
        <identifier>0a2c9316-1a68-4be1-b817-c885326018c6</identifier>
      </return>
    </ser:addToListCsvResponse>
  </env:Body>
</env:Envelope>

```

addRecordToList

Request

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:addRecordToList>
      <listName>some_list_name</listName>
      <listUpdateSettings>

```



```

    <fieldsMapping>
      <columnNumber>1</columnNumber>
      <fieldName>number1</fieldName>
      <key>true</key>
    </fieldsMapping>
    <fieldsMapping>
      <columnNumber>2</columnNumber>
      <fieldName>first_name</fieldName>
      <key>false</key>
    </fieldsMapping>
    <fieldsMapping>
      <columnNumber>3</columnNumber>
      <fieldName>last_name</fieldName>
      <key>false</key>
    </fieldsMapping>
    <reportEmail>name@example.com</reportEmail>
    <separator>,</separator>
    <skipHeaderLine>false</skipHeaderLine>
    <callNowMode>ANY</callNowMode>
    <cleanListBeforeUpdate>false</cleanListBeforeUpdate>
    <crmAddMode>ADD_NEW</crmAddMode>
    <crmUpdateMode>UPDATE_FIRST</crmUpdateMode>
    <listAddMode>ADD_FIRST</listAddMode>
  </listUpdateSettings>
  <record>
    <fields>5551208111</fields>
    <fields>John</fields>
    <fields>Smith</fields>
  </record>
</ser:addRecordToList>
</env:Body>
</env:Envelope>

```

Response

listImportResult, highlighted in **blue**, extends basicImportResults, highlighted in **red**.

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:addRecordToListResponse>
      <return>
        <uploadDuplicatesCount>0</uploadDuplicatesCount>
        <uploadErrorsCount>0</uploadErrorsCount>
        <warningsCount/>
      </return>
    </ser:addRecordToListResponse>
  </env:Body>
</env:Envelope>

```

```

        <crmRecordsInserted>0</crmRecordsInserted>
        <crmRecordsUpdated>1</crmRecordsUpdated>
        <listName>some_list_name</listName>
        <listRecordsDeleted>0</listRecordsDeleted>
        <listRecordsInserted>0</listRecordsInserted>
    </return>
</ser:addRecordToListResponse>
</env:Body>
</env:Envelope>

```

asyncAddRecordsToList

Request

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:asyncAddRecordsToList>
      <listName>asdf</listName>
      <listUpdateSettings>
        <fieldsMapping>
          <columnNumber>1</columnNumber>
          <fieldName>number1</fieldName>
          <key>true</key>
        </fieldsMapping>
        <fieldsMapping>
          <columnNumber>2</columnNumber>
          <fieldName>first_name</fieldName>
          <key>false</key>
        </fieldsMapping>
        <callTimeColumnNumber>3</callTimeColumnNumber>
        <crmAddMode>ADD_NEW</crmAddMode>
        <callNowMode>ANY</callNowMode>
        <crmUpdateMode>UPDATE_FIRST</crmUpdateMode>
        <listAddMode>ADD_IF_SOLE_CRM_MATCH</listAddMode>
      </listUpdateSettings>
      <importData>
        <values>
          <item>6665554499</item>
          <item>George</item>
          <item>1341957101000</item>
        </values>
        <values>
          <item>9995554499</item>
          <item>Ringo</item>
        </values>
      </importData>
    </ser:asyncAddRecordsToList>
  </env:Body>
</env:Envelope>

```

```

        <item>1341957500000</item>
      </values>
    </importData>
  </ser:asyncAddRecordsToList>
</env:Body>
</env:Envelope>

```

Response

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:asyncAddRecordsToListResponse>
      <return>
        <identifier>some_string</identifier>
      </return>
    </ser:addRecordToListResponse>
  </env:Body>
</env:Envelope>

```

deleteFromContacts

Request

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.admin.ws.five9.com/">
  <env:Header/>
  <env:Body>
    <ser:deleteFromContacts>
      <crmDeleteSettings>
        <fieldsMapping>
          <columnNumber>1</columnNumber>
          <fieldName>number2</fieldName>
          <key>true</key>
        </fieldsMapping>
        <reportEmail>admin@yourcompany.com</reportEmail>
        <separator>,</separator>
        <skipHeaderLine>false</skipHeaderLine>
        <crmDeleteMode>DELETE_ALL</crmDeleteMode>
      </crmDeleteSettings>
      <importData>
        <values>
          <item>4155551234</item>
        </values>
      </importData>
    </ser:deleteFromContacts>
  </env:Body>
</env:Envelope>

```

```

        <values>
            <item>5552654455</item>
        </values>
    </importData>
</ser:deleteFromContacts>
</env:Body>
</env:Envelope>

```

Response

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ser="http://service.admin.ws.five9.com/">
<env:Header/>
    <env:Body>
        <ser:deleteFromContactsResponse>
            <return>
                <identifier>91d4fb84-223f-49b9-8a12-c91484bc5c78</identifier>
            </return>
        </ser:deleteFromContactsResponse>
    </env:Body>
</env:Envelope>

```

PHP Example

```

<?php

echo "Begin<br/><br/>";

// Import the WSDL and authenticate the user.-----
$wsdl_five9 = "https://api.five9.com/wsadmin/v2/
AdminWebService?wsdl&user=<Five9username>";

try
{
    $soap_options = array( 'login' => 'Five9username', 'password' =>
'Five9password', 'trace' => true );
    $client_five9 = new SoapClient( $wsdl_five9 , $soap_options );
}
catch (Exception $e)
{
    $error_message = $e->getMessage();
    echo $error_message;
}

//-----initiate import (asyncAddRecordsToList)-----

```

```

$listUpdateSettings = array ( "fieldsMapping" => array (
    array ( "columnNumber" => '1', "fieldName" =>
"number1", "key" => true ),
    array ( "columnNumber" => '2', "fieldName" => "first_
name", "key" => false ),
    array ( "columnNumber" => '3', "fieldName" => "last_
name", "key" => false) ),
    "reportEmail" => "email@email.com",
    "separator" => ',',
    "skipHeaderLine" => false,
    "callNowMode" => "ANY",    //optional
        "callNowColumnNumber" => 4,    //optional
    "cleanListBeforeUpdate" => false,
    "crmAddMode" => "ADD_NEW",
    "crmUpdateMode" => "UPDATE_SOLE_MATCHES",
    "listAddMode" => "ADD_IF_SOLE_CRM_MATCH" );
$data = array ( array ( "5555776754" , "Don" , "Draper", "YES" ),
    array ( "5551112244" , "Betty" , "Smith", "NO" ));
$xml_data = array ( 'listName' => "asdf", 'listUpdateSettings' =>
$listUpdateSettings, 'importData' => $data);    //request parameters

```

```

$result = $client_five9->asyncAddRecordsToList($xml_data);
$variables = get_object_vars($result);
$resp = get_object_vars($variables['return']);
$identifier = $resp['identifier']; //the ID for the import
//echo $identifier;

//-----check progress of import (isImportRunning)-----
$import_running = true;
$IIR_p = array('identifier'=>array('identifier'=>$identifier),
'waitTime'=>10);

while($import_running)
{
    try
    {
        $IIR_result = $client_five9->isImportRunning($IIR_p);

        $variables = get_object_vars($IIR_result);
        $import_running = $variables['return'];
    }
    catch (Exception $e)
    {
        $error_message = $e->getMessage();
        echo $error_message;
    }
}

```

```
}

//-----get result (getListImportResult)-----
try
{
    $GLIR_p = array('identifier'=>array('identifier'=>$identifier));
    $GLIR_result = $client_five9->getListImportResult($GLIR_p);
    print_r($GLIR_result);
}
catch (Exception $e)
{
    $error_message = $e->getMessage();
    echo $error_message;
}
echo "<br/><br/>";
echo "END";

?>
```