

Configuration Web Services

Reference Guide

April 2025

Learn about the Configuration Web Services that enable developers to build secure applications to access, configure, and synchronize call center information with workflow management systems, such as lead management, CRM, and ERP systems.

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. Other marks and brands may be claimed as the property of others. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright © 2025 Five9, Inc.

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.

Trademarks

Five9®

Five9 Logo

Five9® SoCoCare™

Five9® Connect™

Contents

What's New	13
About the Five9 Configuration Web Services API	14
Web Services Platform	15
Differences Among Versions 4, 3, 2, and Default	16
Basic Access Authentication	18
Data Types	19
dates and times	19
adminConfigTranslation	19
adminPermission	20
adminPermissionType	20
adminRole	21
agentAuditReportCriteria	22
agentAvailability	22
agentGroup	22
agentPermission	23
agentPermissionType	23
agentProductivity	28
agentRole	28
agentState	29
apiOperationType	30
autodialCampaign	30
baseOutboundcampaign	31
autodialCampaign	31
outboundCampaign	32
basicImportResult	39
crmImportResult	40
dispositionsImportResult	40
listImportResult	40
basicImportSettings	41
crmDeleteSettings	43
crmUpdateSettings	43
dispositionsUpdateSettings	43
listDeleteMode	44
listUpdateSettings	45
callCounterState	47
callNowMode	47
callAnalysisMode	48
callLogReportCriteria	48
callType	48
callVariable	49
callVariableRestriction	50
callVariableType	50
callVariablesGroup	51

callbackFormat	51
campaign	52
campaignCallWrapup	53
campaignDialNumber	53
campaignDialingAction	53
campaignDialingActionType	54
campaignDialingMode	54
campaignDialingOrder	55
campaignDialingSchedule	55
campaignFilterCriterion	56
campaignMode	57
campaignNumberSchedule	57
campaignProfileFilter	57
campaignProfileInfo	58
campaignState	59
campaignStateDialingRule	59
campaignStrategies	60
campaignStrategy	60
campaignStrategyFilter	61
campaignStrategyPeriod	62
campaignTimeZoneAssignment	62
campaignType	62
campaignsSettings	63
cannedReport	64
cavRestrictionType	64
compareOperatorType	65
contactField	65
contactFieldDisplay	66
contactFieldMapping	66
contactFieldRestriction	67
contactFieldRestrictionType	68
contactFieldType	68
contactsLookupResult	69
crmAddMode	69
crmManagerRole	70
crmManagerPermission	70
crmManagerPermissionType	70
crmCriteriaGrouping	71
crmCriteriaGroupingType	71
crmDeleteMode	71
crmDeleteSettings	72
crmFieldCriterion	72
crmImportResult	72
crmLookupCriteria	73

crmUpdateMode	73
crmUpdateSettings	73
cssTheme	74
customDispositionType	75
customReportCriteria	75
data	76
dateRange	76
dayOfWeek	76
dialSortOrder	77
dialingRule	77
disposition	78
dispositionCount	81
dispositionTypeParams	81
dispositionsImportResult	82
dispositionsUpdateMode	82
dispositionsUpdateSettings	82
distributionAlgorithm	82
distributionTimeFrame	83
emailNotifications	84
entry	84
extensionSettings	84
fieldEntry	85
ftpImportSettings	86
generalCampaign	86
i18NObjectField	86
i18NObjectType	87
importData	87
importIdentifier	87
importTrouble	88
importTroubleKind	88
inboundCampaign	89
inboundIvrScriptSchedule	89
ivrIcons	90
ivrScriptDef	90
ivrScriptOwnership	90
ivrScriptSchedule	91
keyPerformanceIndicators	91
keyValuePair	91
language	92
limitTimeoutState	92
listAddMode	92
listDeleteSettings	93
listDialingMode	93
listInfo	94

listImportResult	94
listState	94
listUpdateSettings	95
listUpdateSimpleSettings	97
mediaType	98
mediaTypeConfig	98
mediaTypeItem	99
miscVccOptions	99
operationType	100
orderByField	100
outboundCampaign	101
passwordPolicies	101
passwordPolicyEntries	102
passwordPolicyEntryValue	103
promptInfo	103
promptType	103
reasonCode	104
reasonCodeType	104
record	105
recordData	105
remoteHostLoginSettings	105
reportObjectList	105
reportRowData	106
reportTimeCriteria	106
reportingPermission	106
reportingPermissionType	107
reportingRole	108
sayAs	108
sayAsFormat	110
scriptParameterValue	110
sForceEmailAccount	111
skill	111
skillInfo	112
speedDialNumber	112
stateDialingRule	113
stateProvince	113
stringArray	115
supervisorPermission	116
supervisorPermissionType	116
supervisorRole	119
timePeriod	119
timeRange	120
timeZoneAssignment	120
timer	121

ttsInfo	121
userInfo	121
userGeneralInfo	122
userProfile	123
userRoleType	124
userRoles	124
userSkill	125
vccConfiguration	125
versions	127
visualModeSettings	127
webConnector	128
webConnectorAgentAppType	130
webConnectorCTIWebServicesType	131
webConnectorTriggerType	131
wrongListDialingMode	132
wsObjectType	132
xFrameOption	133
Methods	135
Agent Groups	135
createAgentGroup	135
deleteAgentGroup	136
getAgentGroup	136
getAgentGroups	136
modifyAgentGroup	137
Call Variables	137
createCallVariable	138
createCallVariablesGroup	138
deleteCallVariable	138
deleteCallVariablesGroupResponse	139
getCallVariableGroups	139
getCallVariables	139
modifyCallVariable	140
modifyCallVariablesGroup	140
Campaign Configuration	141
addDispositionsToCampaign	141
addDNISToCampaign	142
addListsToCampaign	142
addSkillsToCampaign	143
createAutodialCampaign	143
createInboundCampaign	144
createOutboundCampaign	144
deleteCampaign	145
getAutodialCampaign	145

getCampaigns	145
getCampaignDNISList	146
getDNISList	146
getInboundCampaign	147
getListsForCampaign	147
getOutboundCampaign	148
modifyCampaignLists	148
modifyAutodialCampaign	149
modifyInboundCampaign	149
modifyOutboundCampaign	149
removeDispositionsFromCampaign	150
removeDNISFromCampaign	150
removeDNISFromCampaignResponse	151
removeListsFromCampaign	151
removeListsFromCampaignResponse	151
removeSkillsFromCampaign	151
renameCampaign	151
setDefaultIVRSchedule	152
Campaign Management	152
asyncUpdateCampaignDispositions	153
forceStopCampaign	153
getCampaignState	154
getCampaignStrategies	154
getDispositionsImportResult	155
resetCampaign	155
resetCampaignDispositions	155
resetListPosition	156
setCampaignStrategies	156
startCampaign	157
stopCampaign	157
updateDispositions	158
updateDispositionsCsv	158
updateDispositionsFtp	159
Campaign Profiles	160
createCampaignProfile	160
deleteCampaignProfile	160
getCampaignProfileDispositions	160
getCampaignProfileFilter	161
getCampaignProfiles	161
modifyCampaignProfile	162
modifyCampaignProfileCrmCriteria	162
modifyCampaignProfileFilterOrder	163
modifyCampaignProfileDispositions	163
Connectors	164

createWebConnector	164
deleteWebConnector	164
getWebConnectors	165
modifyWebConnector	165
Contact Fields	165
createContactField	166
deleteContactField	166
getContactFields	166
modifyContactField	167
Contact Management	167
asyncUpdateCrmRecords	167
deleteFromContacts	168
deleteFromContactsCsv	169
deleteFromContactsFtp	170
getContactRecords	170
getCrmImportResult	171
updateContacts	171
updateContactsCsv	172
updateContactsFtp	172
updateCrmRecord	173
Dialing Rules	174
getDialingRules	174
setDialingRules	174
Disposition Configuration	175
createDisposition	175
getDisposition	175
getDispositions	175
modifyDisposition	176
removeDisposition	176
renameDisposition	177
Domain Limits	177
getCallCountersState	180
IVR Script	181
createIVRScript	181
deleteIVRScript	181
getIVRScripts	182
modifyIVRScript	182
setIvrScriptOwnership	182
getIvrScriptOwnership	183
removeIvrScriptOwnership	183
setIvrIcons	184
getIvrIcons	184
removeIvrIcons	185
List Management	185

addNumbersToDnc	185
addRecordToList	186
addRecordToListSimple	186
addToList	187
addToListCsv	188
addToListFtp	189
asyncAddRecordsToList	189
asyncDeleteRecordsFromList	190
checkDncForNumbers	191
createList	192
deleteAllFromList	192
deleteFromList	193
deleteFromListCsv	194
deleteFromListFtp	194
deleteList	195
deleteRecordFromList	196
getListImportResult	196
getListsInfo	197
isImportRunning	197
removeNumbersFromDnc	198
Locales and Languages	198
getAvailableLocales	198
getConfigurationTranslations	199
getLocale	199
setLocale	200
updateConfigurationTranslations	200
Prompt Management	201
addPromptTTS	201
addPromptWav	201
addPromptWavInline	202
deleteLanguagePrompt	202
deletePrompt	203
getPrompt	203
getPrompts	203
modifyPromptTTS	204
modifyPromptWav	204
modifyPromptWavInline	205
Reason Codes	205
createReasonCode	205
deleteReasonCode	205
deleteReasonCodeByType	206
getReasonCode	206
getReasonCodeByType	206
modifyReasonCode	207

Reports	207
getReportResult	208
getReportResultCsv	208
isReportRunning	209
runReport	210
Session Information	210
closeSession	210
Skill Management	211
addSkillAudioFile	211
createSkill	212
deleteSkill	212
getSkill	212
getSkillAudioFiles	213
getSkillInfo	213
getSkills	214
getSkillsInfo	214
getSkillVoicemailGreeting	214
modifySkill	215
removeSkillAudioFile	215
setSkillVoicemailGreeting	216
Speed Dial Information	216
createSpeedDialNumber	217
getSpeedDialNumbers	217
removeSpeedDialNumber	218
User Management	218
createUser	218
deleteUser	219
getUserGeneralInfo	219
getUserInfo	219
getUserVoicemailGreeting	219
getUsersGeneralInfo	220
getUsersInfo	220
modifyUser	221
modifyUserCannedReports	222
setUserVoicemailGreeting	222
userSkillAdd	223
userSkillModify	223
userSkillRemove	224
User Profiles	224
createUserProfile	225
deleteUserProfile	225
getUserProfile	225
getUserProfiles	226
modifyUserProfile	226

modifyUserProfileSkills	227
modifyUserProfileUserList	227
VCC Configuration	227
getApiVersions	228
getVCCConfiguration	228
modifyVCCConfiguration	228
Exceptions	230
Examples	243
XML Examples	243
addToListCsv	243
addRecordToList	244
asyncAddRecordsToList	246
deleteFromContacts	247
runReport	248
PHP Example	249

What's New

Release	Change	Topic
April 2025	Added a note to indicate they are not suitable for real-time data needs.	Reports
	Added a note to indicate associated data deletes.	deleteUser
Feb 2025	Added notes to the Create Inbound Campaign method, the IVR Script Schedule data type, and the Get Report Result CSV method.	createInboundCampaign getReportResultCsv
Oct 2024	Updated the <code>crmUpdateMode</code> parameter about the <code>UPDATE_ALL</code> value.	crmUpdateSettings
Aug 2024	Updated the Report section to include: methods <code>runReport</code> <code>get*Report*</code> will use your user's configured locale.	Reports
May 2024	Updated descriptions for column numbers.	listUpdateSettings dispositionsUpdateSettings fieldEntry
	Updated the <code>DNISAlreadyAssignedFault</code> description.	Exceptions
Oct 2023	Added a note explaining the possibility of files being deleted during the process of creating and updating records.	updateContacts
Jul 2023	Added important note explaining that using the <code>getReportResultCsv</code> method to return report data provides the best results.	getReportResult

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

Note

Five9 Configuration Web Services uses the swaRef.xsd to include binary content for types that are used to `upload` greetings in WAV format.

If you use Apache CXF, be aware that it does not support swaRef.xsd types. Before the SOAP envelope, it inserts text for which Five9 returns this exception:

```
Exception=javax.xml.ws.soap.SOAPFaultException: org.xml-  
l.sax.SAXParseException: Content is not allowed in prolog.
```

To prevent this issue, remove the SwaOutputInterceptor Apache CXF proxy class. However, with this fix, you cannot use Five9 methods that uses the swaRef types.

Web Services Platform

Your client sends 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 these versions are highlighted. Release 13 supports SOAP web services but adds no new features.

Use the data center that applies to you: `api.five9.com`, `api.five9.eu` or `api.five9.ca`.

- **Version 13:** `https://api.five9.com/wsadmin/v13/AdminWebService?wsdl&user=<Five9username>`
- **Version 12:** `https://api.five9.com/wsadmin/v12/AdminWebService?wsdl&user=<Five9username>`
- **Version 11:** `https://api.five9.com/wsadmin/v11/AdminWebService?wsdl&user=<Five9username>`
- **Version 10.2:** `https://api.five9.com/wsadmin/v10_2/AdminWebService?wsdl&user=<Five9username>`
- **Version 10:** `https://api.five9.com/wsadmin/v10/AdminWebService?wsdl&user=<Five9username>`
- **Version 9.5:** `https://api.five9.com/wsadmin/v9_5/AdminWebService?wsdl&user=<Five9username>`
- **Version 9.3:** `https://api.five9.com/wsadmin/v9_3/AdminWebService?wsdl&user=<Five9username>`
- **Version 4:** `https://api.five9.com/wsadmin/v4/AdminWebService?wsdl&user=<Five9username>`

- **Version 3:** `https://api.five9.com/wsadmin/v3/AdminWebService?wsdl&user=<Five9username>`
- **Version 2:** `https://api.five9.com/wsadmin/v2/AdminWebService?wsdl&user=<Five9username>`
- **Default version (common to all versions):**
`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 Versions 4, 3, 2, and Default

The differences between API versions 4, 3, 2, and the default are listed in this table.

	Version 4	Version 3	Version 2	Default
Data Types				
adminPermissionType	Added	Added		
apiOperationType (VIVRCREATESESSION Version 3)		Added		
basicImportResult (importTroubles , keyFields Version 3))Added		
basicImportSettings (countryCode , failOnFieldParseError)	Added	Added		
campaignStrategies	New			
campaignStrategy	New			
campaignStrategyFilter	New			
campaignStrategyPeriod	New			
contactFieldRestriction (isEnabled)		Deleted	Added	

	Version 4	Version 3	Version 2	Default
importTrouble		New		
importTroubleKind		New		
listDialingMode (chatEnabled, visualModeEnabled)		Added		
listDialingMode(EXTENDED STRATEGY)	Added			
listUpdateSimpleSettings (countryCode)	Added	New		
passwordPolicies (entryValues)		Modified	Added	Modified
passwordPolicyEntries		Removed	Added	Removed
passwordPolicyEntryValue		Removed	Added	Removed
supervisorPermissionType (CanViewTextDetailsTab Version 3 , CanAccessShowFields Version 3)		Added		
Methods				
addRecordToListSimple		New		
createContactField		Modified	Modified	Modified
getCampaignStrategies	New			
getContactFields		Modified	Modified	Modified
modifyContactField		Modified	Modified	Modified
setCampaignStrategies	New			
setDefaultIVRSchedule (isVisualModeEnabled Version 3 Version 3 , isChatEnabled)		Added		
Exceptions				
AddRecordToListFault		New		
CommonCampaignFault Version 3		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. The administrator user must have the VCC Administrator role. Be sure to set the appropriate permissions for each administrator.

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==
```

Data Types

These data types 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/.

dates and times

Note

The time zone of a date and time field value passed in a record is determined by the domain's default time zone. However, to pass the date and time field only in GMT/UTC, use this format: `yyyy-mm-dd hh:mm:ss.sss GMT0`

`2019-06-30 16:00:00.000 GMT0`

adminConfigTranslation

Version 9.5

Contains configuration translations for the locale..

Name	Type	Description
comment	string	Comment about the configuration.
objectField	i18NObjectField	Object field to be translated.
objectId	long	Object ID.
objectType	i18NObjectType	Object type to be translated.
value	string	Object value.

adminPermission

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">• <code>True</code>: Assign the permission.• <code>False</code>: Do not assign the permission.

adminPermissionType

Contains the list of permissions assigned to an administrator.

Name	Type	Description
CanUseAdminSoapApi Version 12	string	Can submit requests to the Admin SOAP API if the following permissions are enabled on the Administrator application: <ul style="list-style-type: none">• User Can Execute Web API requests.• Corresponding permission. For example, to edit dispositions with the Admin API, enable the corresponding permission User Can Edit Dispositions on the Administrator application.
FullPermissions	string	Has all the administrator permissions.
ManageUsers	string	Can manage users.
ManageSkills	string	Can manage skills.

Name	Type	Description
ManageAgentGroups	string	Can manage agent groups.
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 variables.
EditTrustedIPAddresses	string	Can edit trusted IP addresses.
AccessBillingApplication	string	Can enable the Billing Portal.
EditDomainEMailNotification Version 9.5	string	Can edit email notifications for the domain.
EditCampaignEMailNotification Version 9.5	string	Can edit email notifications for campaigns.

adminRole

Contains the role of the administrator.

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

agentAuditReportCriteria

No longer used. For report information, see [runReport](#) and its data types.

agentAvailability

Data type of autodial campaigns that enables 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 [baseOutboundcampaign](#).

Name	Type	Description
ReadyToReceiveCalls	string	One or more agents are available, ready, and not on call.
ReadyToReceiveCallsOrBusy	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

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

Contains the permissions assigned to a user.

Name	Type	Description
type	agentPermissionType	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">• <code>True</code>: Agent assigned the permission.• <code>False</code>: Agent not assigned the permission

agentPermissionType

Contains all the permissions that can be assigned to an agent. This variable is a string.

Important

Agents who log into a PSTN station or forward calls between sessions may incur high long-distance fees. Only give permission to the appropriate users.

Name	Type	Description
ReceiveTransfer		Can receive transfers from other agents.
ProcessVoiceMail		Can process skill voicemail

Name	Type	Description
		messages.
DeleteVoiceMail		Can delete voicemail messages.
TransferVoiceMail		Can transfer voicemail messages to other users and queues.
MakeRecordings		Can record calls or a portion of a call.
SendMessages		Can send messages to agents, administrators, and supervisors.
CreateChatSessions		Can start chat sessions with agents, administrators, and supervisors.
TrainingMode		Can initiate and receive a test call in the agent desktop.
CannotRemoveCRM		Cannot delete contact records. Five9 recommends that you assign this permission to all agents.
CannotEditSession		Cannot edit CRM session notes.
CallForwarding		Can enable call forwarding.
AddingToDNC		Can add numbers to your 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 the DNC list.
DialManuallyDNC		Can manually dial the numbers listed in the DNC List. Without this permission, agents see an error message when they

Name	Type	Description
		dial a number in the DNC list.
CreateCallbacks		Can create callback reminders. Without this permission, the Add Callback button in the agent desktop is disabled.
PlayAudioFiles		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.
SkipCrmInPreviewDialMode		Can skip records In Preview Dialing Mode. Disabled by default.
ManageAvailabilityBySkill		Can select the skill groups or ACD queues in which to participate during the active session.
BrowseWebInEmbeddedBrowser		Can use the browser to open any URL from the agent desktop.
ChangePreviewPreferences		Can control when and where the preview window is displayed.
CanWrapCall		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		Can place calls on hold.

Name	Type	Description
CanParkCall		Can park a call.
CanRejectCalls		When auto-answer is disabled, the agent can decline incoming calls (typically inbound calls). To use this permission, be sure to enable CanConfigureAutoAnswer.
CanConfigureAutoAnswer		Can choose whether to auto-answer calls or be prompted before accepting a call. Enabled by default.
ScreenRecording	string	Do not use.
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		Can transfer calls to external phone numbers.
CreateConferenceWithAgents Version 3		Can create a conference with other agents.
CreateConferenceWithSkills Version 3		Can create a conference by using skill groups.
CreateConferenceWithInboundCampaigns Version 3		Can create a conference with inbound campaigns.
CreateConferenceWithExternalCalls Version 3		Can create a conference with external call participants.
MakeCallToAgents Version 3		Can call other agents.
MakeCallToSkills		Can call skill groups.

Name	Type	Description
Version 3		
MakeCallToExternalCalls		Can make external calls.
Version 3		
CanRunJavaClient		Can use the Java client of the Agent Desktop Plus version.
Version 4		
CanRunWebClient		Can use the Web client of the Agent Desktop Plus version.
Version 4		
CanViewMissedCalls		Can view and return missed personal calls.
Version 9.3		
MakeCallToSpeedDialNumber		Can call speed-dial numbers, including external numbers.
Version 9.5		
CreateConferenceWithSpeedDialNumber		Can add speed-dial numbers to conference calls, including external numbers.
Version 9.5		
MakeTransferToSpeedDialNumber		Can transfer calls to speed-dial numbers, including external numbers.
Version 9.5		
CanSelectDisplayLanguage		Can select a language in the softphone settings.
Version 9.5		
CanViewWebAnalytics		Can view and use web analytics.
Version 9.3		
CanTransferChatsToAgents		Can transfer chats to agents.
Version 10		
CanTransferChatsToSkills		Can transfer chats to queues.
Version 10		
CanTransferEmailsToAgents		Can transfer email messages to agents.
Version 10		
CanTransferEmailsToSkills		Can transfer emails to queues.
Version 10		
CanCreateChatConferenceWithAgents		Can create chat conferences with agents.
Version 10		
CanCreateChatConferenceWithSkills		Can create chat

Name	Type	Description
Version 10		conferences with queues.
CanTransferSocialsToAgents		Can transfer social interactions to agents.
Version 10		
CanTransferSocialsToSkills		Can transfer social interactions to queues.
Version 10		

agentProductivity

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.
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

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

Removed from

Version 10

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.

Name	Type	Description
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

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>
AsynchronousUpload	string	<code>asyncAddRecordsToList</code>
QueryStatistics	string	<code>getStatistics</code>
QueryChangedStatistics	string	<code>getStatisticsUpdate</code>
Web2CampaignUpload	string	Not used.
VIVRCREATESESSION	string	No specific method.
Version 3		

autodialCampaign

Contains the attributes of an autodial campaign. `autodialCampaign` extends `baseOutboundCampaign`.

Name	Type	Description
baseOutboundCampaign	autodialCampaign	Attributes of an autodial campaign.

baseOutboundcampaign

This section contains information about campaigns.

autodialCampaign

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

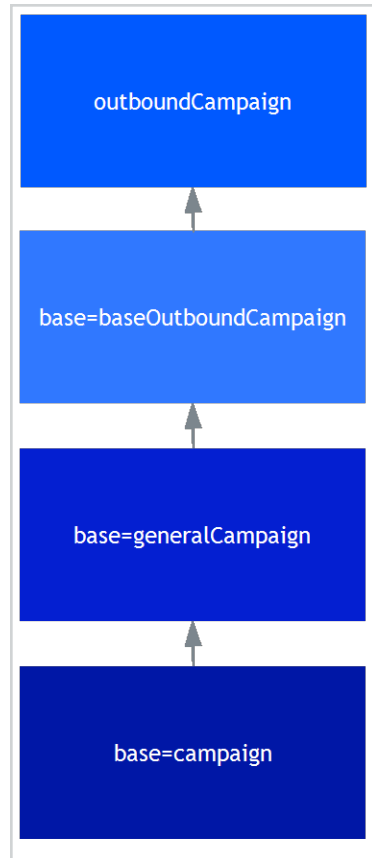
Name	Type	Examples
dialIfAgentsAvailable	boolean	inbound and autodial calls. Whether to dial numbers only if agents with <code>agentSkillName</code> are available. <ul style="list-style-type: none">• True: Dial only if agents are available in the skill group.• False: Dial regardless of agent availability in the skill group.
maxNumOfLines	int	Maximum number of outbound phone lines dedicated to the campaign.

outboundCampaign

Contains 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	limitPreview Time	dialNumberOn Timeout	previewDial Immediately
Unlimited preview time	false		false
Limited preview time	true		false
Dial number	true	true	false
Set agent to not ready	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.
callAnalysisMode	callAnalysisMode	Types of attempts when a call is answered.
callsAgentRatio	double	For campaigns in the power mode, count

Name	Type	Description
		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.
dialingPriority Version 9.5	int	Method to set the dialing priority of the running outbound campaign by assigning a priority to each campaign. The default for all campaigns is 3; the range is 1 to 99. To enable this feature, see campaignsSettings .
dialingRatio Version 9.5	int	Method to set the dialing priority of the running outbound campaign by using a ratio (1 to 99). The default is 50. To enable this feature, see campaignsSettings .
distributionAlgorithm	distributionAlgorithm	Method used by the ACD to transfer calls

Name	Type	Description
		to agents.
distributionTimeFrame	distributionTimeFrame	Time intervals used by distributionAlgorithm.
limitPreviewTime	boolean	<p>For campaigns in the preview mode, use as follows:</p> <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.
monitorDroppedCalls	boolean	<p>Whether to keep track of the dropped call percentage of the campaign.</p> <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

Name	Type	Description
		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.
useTelemarketingMaxQueueEq1 Version 9.5	boolean	Whether to enable maximum queue time for telemarketing in campaigns to one second.
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.
dnisAsAni	boolean	When transferring calls to third parties,

Name	Type	Description
		<p>whether to override the default DNIS of the domain by using the contact's phone number (ANI) as the DNIS (caller ID).</p> <ul style="list-style-type: none">• True: Override the default DNIS.• False: Do not override the default DNIS.
enableListDialingRatios	boolean	<p>Whether to use list dialing ratios, which enable multiple lists to be dialed at specified frequencies.</p> <ul style="list-style-type: none">• True: Enable dialing ratios.• False: Do not enable dialing ratios.
listDialingMode	listDialingMode	<p>Describes the list dialing mode.</p>
noOutOfNumbersAlert	boolean	<p>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.</p> <ul style="list-style-type: none">• True: Turn off notification

Name	Type	Description
		<p>messages.</p> <ul style="list-style-type: none"> False: Do not turn off notification messages.
stateDialingRule Version 9.5	campaignStateDialingRule	How dialing rule options are used in the campaign.
timeZoneAssignment Version 9.5	campaignTimeZoneAssignment	How time zone are assigned the campaign.
campaign		
autoRecord	boolean	<p>Whether to record all calls of the campaign.</p> <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	<p>For FTP transfer, whether to use the session ID as the recording name.</p> <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">• True: Use FTP to transfer recordings• False: Do not use FTP to transfer recordings.

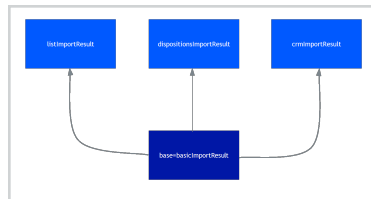
basicImportResult

Contains information about rejected records.

Name	Type	Description
failureMessage	string	Description of the error sent to your email address or in the newly added callback messages.
importIdentifier Version 9.5	string	Identifier used to check the status and outcome of a data import operation.
importTroubles Version 3	importTrouble	Reason for the rejection.
keyFields Version 3	string	Set of fields marked as keys that define the rejected record.
success Version 9.5	boolean	Whether the request was successful.
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`:

This figure shows the relationship between the data types.



crmImportResult

Contains the results of an import transaction.

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

Contains the information returned by a dispositions update transaction.

`dispositionsImportResult` **extends** `dispositionsImportResult`.

Name	Type	Description
dispRecordsUpdated	long	Number of updated disposition records.

listImportResult

Contains information about the imported contact records. `listImportResult` **extends** [`basicImportResult`](#).

Name	Type	Description
callNowQueued	long	Record in the queue ready to be dialed.

Name	Type	Description
		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.
recordDispositionsReset	long	Number of reset records.
Version 9.5		

basicImportSettings

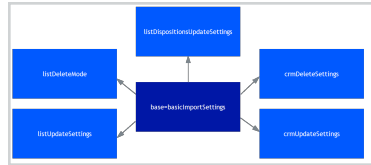
Contains the settings for updating all lists and contacts.

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.
callbackFormat	callbackFormat	File format of the HTTP callback message.
callbackUrl	string	URL of the callback passed in the batch method.
countryCode	string	Two-letter codes defined in ISO 3166-1 .
countryCode		
Version 4		
failOnFieldParseError	boolean	Whether to stop the import if incorrect data is found: <ul style="list-style-type: none">• True: The record is rejected when at least one field fails validation.• False: Default. The record is accepted. However, changes to
Version 3		

Name	Type	Description
		the fields that fail validation are rejected.
fieldsMapping	fieldEntry [1..unbounded]	Mapping of the column number to the field name in the contact database. For listUpdateSettings , the column number starts at 1, whereas for listUpdateSimpleSettings , the column number starts at 0.
reportEmail	string	Notification about import results is sent to the email addresses that you set for your application. See also basicImportResult . The following methods ignore the value of reportEmail : <ul style="list-style-type: none">• addRecordToList• addRecordToListSimple• deleteRecordFromList• updateCrmRecord• asyncAddRecordsToList• asyncDeleteRecordsFromList• asyncUpdateCrmRecords• asyncUpdateCampaignDispositions
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`:

This figure shows the relationship between the data types.



crmDeleteSettings

Contains deletion settings.

Name	Type	Description
crmDeleteMode	crmDeleteMode	Information about the deletion settings.

crmUpdateSettings

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

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

Name	Type	Description
		records in the list. Column numbers with a range of [1, 256] 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

Contains the options for deleting records from a list.

Name	Type	Description
DELETE_ALL	string	Delete all records. Does not apply to single record

Name	Type	Description
		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

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>
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</p>

Name	Type	Description
		request.
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>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 after 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 all records in the list should be removed before adding new records.</p> <ul style="list-style-type: none">• True: Remove records before adding new ones.• False: Do not remove records before adding new ones.
crmAddMode	crmAddMode	<p>Whether contact records should be added when a new record is</p>

Name	Type	Description
		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

Contains 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

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

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

No longer used. For report information, see [runReport](#) and its data types.

callType

Removed from

Version 10

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.

Name	Type	Description
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

Contains the details of a call variable.

Name	Type	Description
applyToAllDispositions	boolean	Whether to use the variable for all dispositions. <ul style="list-style-type: none">• True: Use the variable for all dispositions.• False: Do not use the variable for all dispositions.
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 <code>applyToAllDispositions</code> is <code>False</code> , this parameter lists the names of the dispositions for which to set this variable.
group	string	Group name of the call

Name	Type	Description
		variable.
name	string	Name of the call variable.
reporting	boolean	Whether to add the values to reports: <ul style="list-style-type: none">• True: Variables are added to reports.• False: Default. Variables are not added to reports.
restrictions	callVariableRestriction [0..unbounded]	Possible values of the variable.
sensitiveData Version 9.5	boolean	Whether the variable contains personal data that identifies the customer.
type	callVariableType	One of the available types of call variables.

callVariableRestriction

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

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

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.

callbackFormat

Version 9.5

Contains the file format of the HTTP callback message in the HTTP Content-Type header. For asynchronous batch methods, the HTTP callback request enables the API client to provide the URL for the API server to post the list update results after processing is completed.

- [addToList](#)
- [addToListCsv](#)
- [addToListFtp](#)
- [asyncAddRecordsToList](#)
- [asyncDeleteRecordsFromList](#)
- [asyncUpdateCrmRecords](#)
- [deleteAllFromList](#)
- [deleteFromContacts](#)
- [deleteFromContactsCsv](#)
- [deleteFromContactsFtp](#)
- [deleteFromList](#)
- [deleteFromListCsv](#)
- [deleteFromListFtp](#)
- [updateContacts](#)
- [updateContactsCsv](#)
- [updateContactsFtp](#)
- [updateDispositions](#)
- [updateDispositionsCsv](#)
- [updateDispositionsFtp](#)

Name	Type	Description
	string	Possible values: <ul style="list-style-type: none"> • XML: text/xml;charset=UTF-8 • JSON: application/json

campaign

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

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 <i>Note spelling.</i>	string	Name of disposition automatically set for the call if the timeout is reached.
enabled	boolean	Whether to limit the wrap-up time of agents. <ul style="list-style-type: none">• True: Limit the wrap-up time.• False: 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

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

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 DROP_CALL.
actionType	campaignDialingActionType	Action to take when a specific event occurs.
maxWaitTime	timer	Maximum waiting time for action on answering machine.

campaignDialingActionType

Contains the types of dialing 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

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
TCPA PREVIEW	string	Enables the agent to review the contact details before dialing or skipping the record. To use the Preview-Only Manual-Dialing mode (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 .
Note: For domains enabled for TCPA, only this dialing mode is allowed.		
POWER	string	Dials at a fixed calls-to-agent ratio (1-to-1 or higher) when an agent becomes available.

campaignDialingOrder

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

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 time-out.
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

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

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

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

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

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

Name	Type	Description
		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

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.

campaignStateDialingRule

Version 9.5

Contains the possible dialing rule methods for finding the allowed dialing days and hours.

Name	Type	Description
	string	<p>Possible values:</p> <ul style="list-style-type: none">• FOLLOW_STATE_RESTRICTIONS: Follow state restrictions.• INHERIT_DOMAIN_SETTINGS: Use domain settings.• REGION: Use the dialing rules of the contact's state.• REGION_THEN_PHONE_NUMBER: Initially, use the dialing rules of the contact's state. Afterward, search by using the phone number (area code and prefix).• REGION_THEN_POSTCODE: Initially, use the dialing rules of the contact's state. Afterward, search by using postal code.

campaignStrategies

Version 4

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

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

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

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.

campaignTimeZoneAssignment

Version 9.5

Contains the possible methods for finding the contact's time zone.

Name	Type	Description
	string	<p>Possible values:</p> <ul style="list-style-type: none">• <code>INHERIT_DOMAIN_SETTINGS</code>: Use domain settings.• <code>PHONE_NUMBER</code>: Search for the time zone by using the phone number (area code and prefix).• <code>POSTCODE_THEN_PHONE_NUMBER</code>: Initially, search for the time zone by using the postal code. Afterward, search by using the phone number (area code and prefix).• <code>REGION_THEN_PHONE_NUMBER</code>: Initially, search for the time zone by using the state. Afterward, search by using the phone number (area code and prefix).

campaignType

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.

campaignsSettings

Version 9.5

Contains information about domain settings for running outbound campaigns.

Name	Type	Description
gracefulAgentStateTransitionDelay	int	Domain setting: Number of seconds between the agents' action and the effective change of the agents' state to Not Ready.
gracefulAgentStateTransitionModeEnabled	boolean	Domain setting: Whether to enable Graceful Agent State Transition.
priorityEnabled	boolean	Whether absolute priority is enabled. You may enable priority, ratio, both, or neither.

Name	Type	Description
ratioEnabled	boolean	Whether priority by ratio is enabled. You may enable priority, ratio, both, or neither.

cannedReport

Contains reference information for a canned report.

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

cavRestrictionType

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.
Regexp	string	Regular expressions.
Required	string	Field must contain a value.
Set	string	Single value.
Multiset	string	Several possible values.
Precision	string	Sum of the digits before and after the decimal point.
Scale	string	Digits after decimal point.
TimeFormat	string	Time format.

Name	Type	Description
DateFormat	string	Date format.
TimePeriodFormat	string	Time interval format.
CurrencyType	string	Symbol for the type of currency, for example: \$

compareOperatorType

Contains the operators for the filter criteria.

Name	Type	Description
Contains	string	Contains a specified value.
DontContains	string	Does not contain a specified value.
Note spelling.		
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

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	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

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

Contains data that can be mapped to a specific field in the contact database.

Name	Type	Description
None	string	

Name	Type	Description
LastAgent	string	Name of last logged-in agent.
LastDisposition	string	Name of last disposition assigned to a call.
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

Contains the restriction that applies to the data stored in a contact field.

Name	Type	Description
type	contactFieldRestrictionType	One of the restriction types.
value	string	Value of the restriction, such as \$ if the restriction type is <code>CurrencyType</code> .

contactFieldRestrictionType

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	Sum of the digits before and after the decimal point.
Scale	string	Digits after 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: \$.

contactFieldType

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

Contains the contact database records that match the `crmLookupCriteria`.

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

crmAddMode

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.

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

crmManagerRole

Contains the attributes and permissions that can be assigned to a CRM manager.

crmManagerPermission

Contains the permissions assigned to a user.

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

crmManagerPermissionType

Contains the possible permissions that can be assigned to a CRM Manager. Currently, there are no permissions that can be assigned to the CRM Manager role.

crmCriteriaGrouping

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

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

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.

Name	Type	Description
DELETE_SOLE_MATCHES	string	Delete only single matches.
DELETE_EXCEPT_FIRST	string	Delete all records except the first matching record.

crmDeleteSettings

Contains the available options for deleting data from the contact database.

Name	Type	Description
basicImportSettings	crmDeleteSettings	Information about the deletion options.

crmFieldCriterion

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

Contains the results of an import transaction.

Name	Type	Description
basicImportResult	crmImportResult	Information about list import.

crmLookupCriteria

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

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 section contains the settings used for updating CRM records. These settings specify how records are added and updated in the system.

Name	Type	Description
basicImportSettings	crmUpdateSettings	Detailed information about the settings. See section on basicImportSettings .
crmAddMode	crmAddMode	Describes how to add a contact record.
crmUpdateMode	crmUpdateMode	Specifies how to update an existing contact record. Important: The UPDATE_ALL value of the <code>crmUpdateMode</code> parameter is not supported for the <code>asyncAddrecordsToList</code> and <code>asyncUpdateCrmrecords</code> methods. You cannot use the UPDATE_ALL mode to update all the fields of a contact record at once when using these methods.

cssTheme

Version 9.5

Contains the possible CSS theme values.

Name	Type	Description
cssTheme	string	Possible styles (a – d) that you can use for the Visual IVR that your customers see.

customDispositionType

Contains 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.
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

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

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

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

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

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

Contains the configuration for a dialing rule. Dialing rules are used to ensure that numbers are not dialed 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.
contactText	string	Comma-separated list of the possible entries for a state in the calling list. For example, " <i>Alabama, AL</i> " 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.

Name	Type	Description
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, <i>US/Pacific</i> is used for PDT time. The names of the time zones are located in the Dialing Rules tab of Administrator 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

Contains the attributes of a custom disposition.

Name	Type	Description
agentMustComplete Worksheet	boolean	Whether the agent needs to complete a worksheet before selecting a disposition. <ul style="list-style-type: none">• True: Worksheet required.• False:

Name	Type	Description
		Worksheet not required.
agentMustConfirm	boolean	Whether the agent is prompted to confirm the selection of the disposition. <ul style="list-style-type: none">• True: Agent prompted to confirm disposition.• False: 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">• True: Disposition resets the counter to zero.• False: Disposition does not reset the counter to zero.
sendEmailNotification	boolean	Whether call details are sent as an email

Name	Type	Description
		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.
<code>sendIMNotification</code>	<code>boolean</code>	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">• <code>True</code>: Send instant message.• <code>False</code>: Do not send instant message.
<code>trackAsFirstCallResolution</code>	<code>boolean</code>	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">• <code>True</code>: Include in statistics.• <code>False</code>: Do not include in statistics.

Name	Type	Description
type	customDispositionType	Disposition type.
typeParameters	dispositionTypeParams	Parameters that apply to the disposition type.

dispositionCount

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

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.
useTimer	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

Contains the number of updated disposition records.

Name	Type	Description
dispRecordsUpdated	long	Number of updated disposition records.

dispositionsUpdateMode

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

Contains the settings to be used when updating dispositions.

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

distributionAlgorithm

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.
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 <code>distributionTimeFrame</code> .
MinHandleTime	string	Agent who has the lowest total call handle time during the interval specified in <code>distributionTimeFrame</code> .

distributionTimeFrame

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

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

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.

extensionSettings

Version 9.5

Contains the number of digits that can be used for extensions assigned to users and inbound campaigns.

Name	Type	Description
maximalExtensionLength	int	Maximum number of digits in the user's extension.
minimalExtensionLength	int	Minimum number of digits in the user's extension.
minimalGeneratedExtension	string	Minimal extension number generated for a new user.

fieldEntry

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	Column numbers with a range of [1,256]. 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

Contains the settings to access an FTP server.

Name	Type	Description
hostname	string	Host name.
password	string	Password.
path	string	Path.
username	string	User name.

generalCampaign

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.

i18NObjectField

Version 9.5

Contains the possible values of the object field to be translated.

Name	Type	Description
i18NObjectField	string	Possible values: <ul style="list-style-type: none">NAMEDESCRIPTION

i18NObjectType

Version 9.5

Contains the possible values of the object type to be translated.

Name	Type	Description
i18NObjectType	string	Possible values: <ul style="list-style-type: none">• CAMPAIGN• CONNECTOR• CONTACT_FIELD• DISPOSITION• FIELD_VIEW: Contact field views.• REASON_CODE• SKILL• SPEED_DIAL

importData

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 <code>listUpdateSettings</code> . Depending on the value of <code>skipHeaderLine</code> , the first record may not be read. For more information, see basicImportSettings .

importIdentifier

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

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

Contains detailed information about import problems.

Name	Type	Description
ParseError	string	Error message.
DuplicateKey	string	Record with the key field that already exists.
AllKeyFieldsAreEmpty	string	At least one key field should not be empty.
NoMatchesInContacts	string	No corresponding contact in the

Name	Type	Description
		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

Contains the attributes of an inbound campaign.

Name	Type	Description
inboundCampaign	generalCampaign	Attributes of an inbound campaign.

inboundIvrScriptSchedule

Version 9.5

Contains the attributes of an IVR script schedule for an inbound campaign.

Name	Type	Description
ivrSchedule	ivrScriptSchedule	Configuration of the IVR script.
visualModeSettings	visualModeSettings	Configuration for the visual mode.

ivrIcons

Version 10

Contains the IVR icon graphics data.

Name	Type	Description
largeIcon	base64Binary	Large icon binary data.
mediumIcon	base64Binary	Medium icon binary data.
smallIcon	base64Binary	Small icon binary data.

ivrScriptDef

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.

ivrScriptOwnership

Version 10

Contains the IVR script ownership information.

Name	Type	Description
isOthersCanCopy	boolean	Whether other users can copy the script.
ivrScriptName	string	Name of the script.
ownedBy	string	User who owns the script.

ivrScriptSchedule

Contains the configuration of an IVR script.

Note: When using this in the [createInboundCampaign](#), only the default IVR schedule can be set or modified via the API. Additionally, the name parameter of the IVR script schedule object must be excluded.

Name	Type	Description
name	string	Name of the IVR schedule.
scriptName	string	Name of the IVR script.
scriptParameters	scriptParameterValue [0..unbounded]	Parameters of a foreign script module used in the IVR script.

keyPerformomanceIndicators

Note

Note the spelling of the 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

Contains a key-value pair.

Name	Type	Description
key	string	Name used to identify the pair.
value	string	Value that corresponds to the name.

language

Contains the language of the prompts.

Name	Type	Description
En_US	string	U.S. English.

limitTimeoutState

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

Contains how to add records to a list.

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

Name	Type	Description
		exist.
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

Contains the list deletion settings.

Name	Type	Description
<code>listDeleteMode</code>	listDeleteMode	Describes how to delete dialing list and contact records.

listDialingMode

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 EXTENDED_STRATEGY	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.

Version 4

listInfo

Contains a dialing list.

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

listImportResult

Contains information about the modified 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.
recordDispositionsReset	long	Number of reset records.
Version 9.5		

listState

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.
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

Contains the list update settings. `listUpdateSettings` extends [basicImportSettings](#).

Name	Type	Description
callNowColumnNumber	int	<p>Column numbers with a range of [1,256]. 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>
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</p>

Name	Type	Description
		omitted, the <code>callNowMode</code> applies to all records imported by the request.
<code>callTime</code>	<code>long</code>	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. <div>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.</div>
<code>callTimeColumnNumber</code>	<code>int</code>	Column numbers with a range of [1,256]. 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.
<code>cleanListBeforeUpdate</code>	<code>boolean</code>	Whether to remove all records in

Name	Type	Description
		the list before adding new records. <ul style="list-style-type: none">• <code>True</code>: Remove all records.• <code>False</code>: Do not remove all records.
<code>crmAddMode</code>	crmAddMode	Describes how to add new contact records into a dialing list.
<code>crmUpdateMode</code>	crmUpdateMode	Describes how to update contact records when adding a record to a dialing list.
<code>listAddMode</code>	listAddMode	Describes how to update the list.

listUpdateSimpleSettings

Version 3

Contains list update settings for the [addRecordToListSimple](#) method.

Name	Type	Description
<code>callAsap</code>	<code>boolean</code>	Whether to call the contact as soon as possible.
<code>countryCode</code> <code>countryCode</code>	<code>string</code>	Two-letter codes defined in ISO 3166-1 .
Version 4		
<code>fieldsMapping</code>	fieldEntry [0..unbounded]	Mapping of the column number to the field name in the contact database. Column numbers start at 0 whereas in <code>listUpdateSettings</code> , column numbers start at 1.
<code>timeToCall</code>	<code>long</code>	When to dial the records (Epoch time in milliseconds).
<code>updateCRM</code>	<code>boolean</code>	Whether to update the contact field data of an existing record:

Name	Type	Description
		<ul style="list-style-type: none">• <code>True</code>: Changes to the value of a contact field are saved.• <code>False</code>: Changes to the value of a contact field are not saved, but new records are inserted.

mediaType

Version 9.5

Contains the values of the possible media type.

Name	Type	Description
<code>mediaType</code>	<code>string</code>	Possible options: <ul style="list-style-type: none">• VOICE• CHAT• SOCIAL• EMAIL• VIDEO• CASE

Version 10.2

mediaTypeConfig

Version 9.5

Contains information about the media types.

Name	Type	Description
<code>mediaTypes</code>	mediaTypeItem [0..unbounded]	List of media type items.

mediaTypeItem

Version 9.5

Contains information about single media type items.

Name	Type	Description
enabled	boolean	Whether the media type is enabled.
intelligentRouting	boolean	Whether Intelligent Routing is enabled.
Note spelling.		
maxAllowed	byte	Maximum number of items allowed for the type.
Note spelling.		
type	mediaType	Type of media.

miscVccOptions

Contains global 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

Name	Type	Description
		campaign. <ul style="list-style-type: none">• 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.
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.

operationType

Contains the type of operation.

Name	Type	Description
Add	string	
Update	string	
Remove	string	

orderByField

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

Contains the attributes of an outbound campaign.

Name	Type	Description
baseOutboundCampaign	outboundCampaign	Attributes of an outbound campaign.

passwordPolicies

Version 2

Contains the password policies for the domain.

Name	Type	Description
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.

Name	Type	Description
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

Contains 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

Contains the password policies for the domain.

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

promptInfo

Contains information about a prompt.

Name	Type	Description
description	string	Description of the prompt.
languages	string [0..unbounded]	List of languages for <code>getPrompt()</code> or one language for the methods that modify prompts This field is ignored for the methods that add prompts. If you try to create or modify a prompt in more than one language in the same request, an exception occurs. For several languages, use several requests.
name	string	Name of the prompt.
type	promptType	Type of prompt.

promptType

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

Contains a single reason code that can be selected by agents. Reason codes must be enabled in the Five9 platform 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

Contains the types of reason codes.

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

record

Contains a row of a reporting table.

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

recordData

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

Contains the FTP server settings for exporting recordings or reports to 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 ftp://.
password	string	FTP password.
UserName	string	FTP user name.

reportObjectList

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

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 50000 records.

reportTimeCriteria

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

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

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.
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.
CanViewDashboards Version 9.5	string	Can view and run Dashboard reports and view Key Performance Indicators (KPIs). Supervisors with this permission see only the dashboards for the skill and groups to which they belong.
CanViewAllSkills Version 9.5	string	Can access all skills.
CanViewAllGroups Version 9.5	string	Can view all agent groups.
CanViewSocialReports Version 9.5	string	Can access social reports.

reportingRole

Contains the reporting role.

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

sayAs

Contains the possible text elements of a prompt should be read. 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> . don't understand the last 2 sentences about strict something
Address	string	Postal addresses.
Cardinal	string	Supported if relevant in the target language. Roman cardinals are often supported.
Currency	string	Text is a currency amount with or without the currency symbol. Supports currencies commonly specified in the

Name	Type	Description
		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 <i>hms</i> is read as <h> hour(s), <m> minute(s), and <s> seconds.
Fraction	string	Same as number with format fraction. For example, pronounce 1/3 as one third.
Letters	string	Strings are pronounced as a 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> . For the true spelling of all readable characters, use the <i>interpret-as</i> value <i>spell</i> .
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	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 <i>punctuation</i> 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 must be less than 24; minutes and seconds must be less than 60; AM/PM is read only if explicitly specified. See the language-specific User's Guide for a list of the supported formats.

sayAsFormat

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	
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

Contains the values of external variables for an IVR script.

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

sForceEmailAccount

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">• <code>True</code>: Email integration is enabled.• <code>False</code>: 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

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

skillInfo

Contains a skill assigned to users.

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

speedDialNumber

Version 10.2

Contains a number to speed dial.

Name	Type	Description
code	string	Code assigned to the telephone number to speed dial.
description	string	Description for the number.
number	string	Telephone number to speed dial.

stateDialingRule

Version 9.5

Contains the possible methods for finding the state dialing rules that apply to the contact.

Name	Type	Description
REGION	string	Use the dialing rules of the contact's state.
REGION_THEN_PHONE_NUMBER	string	Initially, use the dialing rules of the contact's state. Afterward, search by using the phone number (area code and prefix).
REGION_THEN_POSTCODE	string	Initially, use the dialing rules of the contact's state. Afterward, search by using postal code.

stateProvince

Contains the states and provinces of the U.S. and Canada that are used in state dialing rules.

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	
US_DELAWARE	string	
US_FLORIDA	string	
US_GEORGIA	string	

Name	Type	Description
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	
US_NORTH_DAKOTA	string	
US_OHIO	string	
US_OKLAHOMA	string	
US_OREGON	string	
US_PENNSYLVANIA	string	
US_RHODE_ISLAND	string	
US_SOUTH_CAROLINA	string	

Name	Type	Description
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	
CA_SASKATCHEWAN	string	

stringArray

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

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

Contains the list of supervisor permissions.

Important

Supervisors who log into a PSTN station or forward calls between sessions may incur high long-distance fees. Therefore, be sure to give permission only to the appropriate users.

Name	Type	Description
CanUseSupervisorSoapApi Version 12	string	Can submit requests to the Supervisor API if the following permissions are enabled on the VCC Administration console: <ul style="list-style-type: none">• User Can Execute Web API Requests.• Permission to execute the required request. For example, to edit dispositions with the Supervisor API, enable the

Name	Type	Description
		corresponding permission: User Can Edit Dispositions.
Users	string	Can view the Users tab in the Supervisor desktop.
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 <i>Campaigns</i> 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. verify
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

Name	Type	Description
		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.
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.
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.
CanUseSupervisorSoapApi Version 12	string	<p>Can submit requests to the Supervisor SOAP API if the following permissions are enabled on the Administration application:</p> <ul style="list-style-type: none"> • User Can Execute Web API Requests. • User can edit agent skills on the Administration application.
CampaignManagementResetListPositions	string	Can reset the dialing list position for outbound and autodial campaigns.

Name	Type	Description
CampaignManagementResetAbandonCallRate	string	Can reset the dialer's dropped call percentage for outbound and autodial campaigns.
CanViewTextDetailsTab Version 3	string	Can view and log into the Text Details tab of the Supervisor desktop to access social media, email, and chat.
CanAccessShowFields Version 3	string	Can use the <i>View > Show Fields</i> menu to set the layout of the application.
CanRunJavaClient Version 10	string	Can run the Java client applications.
CanRunWebClient Version 10	string	Can run the web client applications.
CanChangeDisplayLanguage Version 10.1	string	Can change the display language.
CanMonitorIdleAgents Version 11	string	Supervisors can monitor agents when agents are not on a call.

supervisorRole

Contains the supervisor role.

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

timePeriod

Contains the unit of the dial ASAP time-out.

Name	Type	Description
Second	string	
Minute	string	
Hour	string	
Day	string	

timeRange

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.

timeZoneAssignment

Version 9.5

Contains the possible methods for finding the contact's time zone.

Name	Type	Description
PHONE_NUMBER	string	Search for the time zone by using the phone number (area code and prefix).
POSTCODE_THEN_PHONE_NUMBER	string	Initially, search for the time zone by using the postal code. Afterward, search by using the phone number (area code and prefix).
REGION_THEN_PHONE_NUMBER	string	Initially, search for the time zone by using the state. Afterward, search by using the phone number (area code and prefix).

timer

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

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.
voice	string	Voice used to pronounce the TTS prompt, for example Terry.

userInfo

Contains the information about a user.

Name	Type	Description
agentGroups	string	Agent groups to which the user belongs.

Name	Type	Description
	[0..unbounded]	
cannedReports	cannedReport [0..unbounded]	Reports associated with the user.
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

Contains detailed information about a user.

Name	Type	Description
active	boolean	Whether the user account is enabled. <ul style="list-style-type: none">• <code>True</code>: Account enabled.• <code>False</code>: Account disabled.
canChangePassword	boolean	Whether the user can change the password. <ul style="list-style-type: none">• <code>True</code>: User can change password.• <code>False</code>: User cannot change password.
EMail	string	User's email address.
extension	int	User's phone extension.
federationId v 10.2	string	Federation ID.
firstName	string	First name of the user.
fullName	string	First and last name.
IEXScheduled	boolean	Do not use.
id	long	User ID.

Name	Type	Description
lastName	string	User's last name.
locale	string	User's locale.
Version 9.5		
mediaTypeConfig	mediaTypeConfig	Information about the user's media types.
Version 9.5		
mustChangePassword	boolean	Whether the user is required to change the password when logging in for the first time. <ul style="list-style-type: none">• True: User required to change password.• False: User not required to change password.
osLogin	string	Do not use.
password	string	Password.
phoneNumber	string	Phone number of the unified communication user.
startDate	dateTime	Date that the user started using the Five9 system. This value is used in reporting.
unifiedCommunicationId	string	Unified communication ID, for example, a Skype for Business ID such as <code>syoung@qa59.local.com</code> .
Version 9.3		
userName	string	User name.
userProfileName	string	Profile assigned to the user.
Version 9.3		

userProfile

Contains the details of a profile.

Name	Type	Description
description	string	Description of the profile.
IEXScheduled	boolean	Do not use.
locale	string	User's locale.
Version 9.5		
mediaTypeConfig	mediaTypeConfig	Information about the user's media types.
Version 9.5		
name	string	Name of the profile.
roles	userRoles	User roles assigned to the profile.
skills	string [0..unbounded]	Skills assigned to the profile.
users	string [0..unbounded]	List of agents using the profile.

userRoleType

Contains 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

Contains roles assigned to a user.

Name	Type	Description
admin	adminRole	Administrator role permissions.
agent	agentRole	Agent role permissions.

Name	Type	Description
reporting	reportingRole	Reporting role permissions.
supervisor	supervisorRole	Supervisor role permissions.

userSkill

Contains the queue assigned to a user.

Name	Type	Description
id	long	Queue ID.
userSkill.level level	int	Priority of agent to receive calls sent to this queue. Level 1 is the highest priority; level 10 is the lowest. Higher level receive calls first. When agents are assigned to several queues, each queue may have a different priority.
skillName	string	Queue name.
userName	string	User name assigned the queue.

vccConfiguration

Contains global settings.

Name	Type	Description
agentProductivity	agentProductivity	Minimum and maximum call durations used in reports to identify possible agent productivity exceptions.
campaignsSettings Version 9.5	campaignsSettings	Global campaign settings.

Name	Type	Description
emailProperties	emailNotifications	Email notification settings.
extensionSettings Version 9.5	extensionSettings	Domain extension settings that apply to users.
keyPerfomanceIndicators Note spelling.	keyPerformaceIndicators Note spelling.	Service Level setting used in reporting and statistics.
miscOptions	miscVccOptions	Other options for configuration.
passwordPolicies	passwordPolicies	Settings for password management.
recordingsServer	remoteHostLoginSettings	FTP server settings for recordings.
reportsServer	remoteHostLoginSettings	FTP server settings for reports.
salesforceEmailAccount Note spelling.	sForceEmailAccount	Attributes of a Salesforce email account.
stateDialingRule Version 9.5	stateDialingRule	Information about the methods for finding the dialing rules that apply to the contact.
timeZoneAssignment Version 9.5	timeZoneAssignment	Information about the methods for finding the contact's time zone.
transcriptsServer Version 9.5	remoteHostLoginSettings	FTP server settings for exporting recordings or reports to a remote server.

versions

Version 9.5

Contains the available API versions for the domain.

From the most recent version to the oldest, the possible values are v13, v12, v11, v10_2, v10, v9_5, v9_3, and "" (empty string).

Name	Type	Description
maxVersion	string	Later API version number.
minVersion	string	Earlier API version number.

visualModeSettings

Version 9.5

Contains visual mode settings that apply to the inbound campaign.

Name	Type	Description
callbackEnabled	boolean	Whether callback is enabled.
chatEnabled	boolean	Whether chat is enabled.
cssTheme	cssTheme	Details about the CSS theme.
emailEnabled	boolean	Whether email is enabled.
sentimentFeedbackEnabled	boolean	Whether sentiment is enabled.
videoEnabled	boolean	Whether video is enabled.
visualModeEnabled	boolean	Whether visual mode is enabled.
xFrameOption	xFrameOption	Value of the X-Frame-Options header.
xFrameOptionUrl	string	URL of the X-Frame-Options header.
xFrameOptionsEnabled	boolean	Whether the X-Frame-Options header is used.

webConnector

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 <code>executeInBrowser=true</code> , 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

Name	Type	Description
		current or a new browser window.
description	string	Purpose of the connector.
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">• <code>True</code>: External — open a browser window.• <code>False</code>: 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]	When using the POST method, constant parameters to pass in the URL.
postMethod	boolean	<p>Whether the HTTP request type is POST or GET.</p> <ul style="list-style-type: none">• <code>True</code>: HTTP POST.• <code>False</code>: HTTP GET.
postVariables	keyValuePair [0..unbounded]	When using the POST method, variable parameters to pass in the URL.
startPageText	string	When using the POST method, enables the

Name	Type	Description
		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

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

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

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.
ManuallyStartedAllowDuringPreviews	string	Connector is started manually during call preview.
OnPreview	string	Triggered when the call is previewed.
OnContactSelection	string	Triggered when a contact is selected.
OnWarmTransferInitiation	string	Triggered when a warm transfer is initiated.
OnCallDispositioned	string	Triggered when a disposition is selected.
OnChatArrival	string	Triggered when a chat message is delivered to the

Version 9.5

Name	Type	Description
		agent.
OnChatTransfer Version 9.5	string	Triggered when a chat session is transferred.
OnChatTermination Version 9.5	string	Triggered when the customer or the agent closed the session, but the agent has not yet set the disposition.
OnChatClose Version 9.5	string	Triggered when the disposition is set.
OnEmailArrival Version 9.5	string	Triggered when an email message is delivered to the agent.
OnEmailTransfer Version 9.5	string	Triggered when an email message is transferred.
OnEmailClose Version 9.5	string	Triggered when the disposition is set.

wrongListDialingMode

Version 9.3

Contains information about an error message.

Name	Type	Description
campaignName	string	Name of the campaign.
message	string	Error message.

wsObjectType

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.

xFrameOption

Version 9.5

Contains the possible values of the X-Frame-Options header for your Visual IVR pages.

Name	Type	Description
	string	<p>Possible values:</p> <ul style="list-style-type: none">• DENY: No display even if the frame is located in the same domain as the page. Cannot start a Visual IVR script with this value. Use this value if you do not need to place a Visual IVR link in an iframe. Most secure option.• SAME_ORIGIN: Display only if the frame is located in the same domain as the page. Mostly for internal use because customers cannot access internal Web pages.

Name	Type	Description
		<p>Example: The HTTP header of <code>http://shop.example.com/confirm.asp</code> contains <code>X-FRAME-OPTIONS: SAME_ORIGIN</code>. Any frame in the <code>http://shop.example.com</code> domain can be displayed.</p> <ul style="list-style-type: none">• <code>ALLOW_FROM</code>: Display only if the frame is located in the domain that you specify in the field. <p>Example: The HTTP header of <code>http://shop.example.com/confirm.asp</code> contains <code>X-FRAME-OPTIONS: ALLOW_FROM https://partner.affiliate.com</code>. The page may be framed only by pages in the <code>https://partner.affiliate.com</code> domain.</p>

Methods

This chapter contains these groups of methods:

[Agent Groups](#)

[Call Variables](#)

[Campaign Configuration](#)

[Campaign Management](#)

[Campaign Profiles](#)

[Connectors](#)

[Contact Fields](#)

[Contact Management](#)

[Dialing Rules](#)

[Disposition Configuration](#)

[Domain Limits](#)

[IVR Script](#)

[List Management](#)

[Locales and Languages](#)

[Prompt Management](#)

[Reason Codes](#)

[Reports](#)

[Session Information](#)

[Skill Management](#)

[Speed Dial Information](#)

[User Management](#)

[User Profiles](#)

[VCC Configuration](#)

Agent Groups

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

Deletes an agent group. Agents in the group are not deleted.

deleteAgentGroup

Parameter	Type	Description
groupName	string	Name of the group.

deleteAgentGroupResponse

Empty.

getAgentGroup

Returns an agent group.

getAgentGroup

Parameter	Type	Description
groupName	string	Name of the group.

getAgentGroupResponse

Parameter	Type	Description
return	agentGroup	Information about the group.

getAgentGroups

Returns 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

Updates 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

Empty.

Call Variables

createCallVariable

Creates a call variable.

createCallVariable

Parameter	Type	Description
variable	callVariable	Information about a call variable.

createCallVariableResponse

Empty.

createCallVariablesGroup

Creates a call variables group.

createCallVariablesGroup

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

createCallVariablesGroupResponse

Empty.

deleteCallVariable

Deletes a call variable.

deleteCallVariable

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

deleteCallVariableResponse

Empty.

deleteCallVariablesGroup

Deletes a group of call variables.

deleteCallVariablesGroup

Parameter	Type	Description
name	string	Name of call variables group.

deleteCallVariablesGroupResponse

Empty.

getCallVariableGroups

Returns 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	callVariablesGroup [0..unbounded]	Call variables groups that match the pattern.

getCallVariables

Returns 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	callVariable [0..unbounded]	Call variables that match the pattern.

modifyCallVariable

Replaces a call variable with another of the same name.

modifyCallVariable

Parameter	Type	Description
variable	callVariable	New configuration for the call variable.

modifyCallVariableResponse

Empty.

modifyCallVariablesGroup

Updates the description of a call variables group.

modifyCallVariablesGroup

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

modifyCallVariablesGroupResponse

Empty.

Campaign Configuration

Important

The names of campaigns and of their components, such as dispositions, need to reflect their purpose in your business. Agents use these elements when processing calls, voicemail, and callbacks. Therefore when creating campaigns and dispositions, be sure to use meaningful names that have fewer than 50 characters so that agents can easily read the names.

[addDispositionsToCampaign](#)

[addDNISToCampaign](#)

[addListsToCampaign](#)

[addSkillsToCampaign](#)

[createAutodialCampaign](#)

[createInboundCampaign](#)

[createOutboundCampaign](#)

[deleteCampaign](#)

[getAutodialCampaign](#)

[getCampaignDNISList](#)

[getCampaigns](#)

[getDNISList](#)

[getInboundCampaign](#)

[getListsForCampaign](#)

[getOutboundCampaign](#)

[modifyAutodialCampaign](#)

[modifyCampaignLists](#)

[modifyInboundCampaign](#)

[modifyOutboundCampaign](#)

[removeDispositionsFromCampaign](#)

[removeDNISFromCampaign](#)

[removeListsFromCampaign](#)

[removeSkillsFromCampaign](#)

[renameCampaign](#)

[setDefaultIVRSchedule](#)

addDispositionsToCampaign

Adds 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

Empty.

addDNISToCampaign

Adds 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, Five9 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

Empty.

addListsToCampaign

Adds 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

Empty.

addSkillsToCampaign

Adds skills to the specified 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

Empty.

createAutodialCampaign

Creates an autodial campaign.

createAutodialCampaign

Parameter	Type	Description
campaign	autodialCampaign	Attributes of the campaign.

createAutodialCampaignResponse

Empty.

createInboundCampaign

Creates an inbound campaign.

Note: When using the [ivrScriptSchedule](#) in this method, only the default IVR schedule can be set or modified via the API. Additionally, the name parameter of the IVR script schedule object must be excluded.

createInboundCampaign

Parameter	Type	Description
campaign	inboundCampaign	Attributes of the campaign.

createInboundCampaignResponse

Empty.

createOutboundCampaign

Creates an outbound campaign.

createOutboundCampaign

Parameter	Type	Description
campaign	outboundCampaign	Attributes of the campaign.

createOutboundCampaignResponse

Empty.

deleteCampaign

Deletes a campaign.

deleteCampaign

Parameter	Type	Description
campaignName	string	Name of the campaign.

deleteCampaignResponse

Empty.

getAutodialCampaign

Returns 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

Returns 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

Returns 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

Returns the list of DNIS for the domain.

getDNISList

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

getDNISListResponse

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

getInboundCampaign

Returns the attributes of an inbound campaign.

getInboundCampaign

Parameter	Type	Description
<code>campaignName</code>	<code>string</code>	Name of the campaign.

getInboundCampaignResponse

Parameter	Type	Description
<code>return</code>	<code>inboundCampaign</code>	Attributes of the campaign.

getListsForCampaign

Returns 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

Returns 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

Updates 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

Empty.

modifyAutodialCampaign

Updates attributes of an autodial campaign.

modifyAutodialCampaign

Parameter	Type	Description
campaign	autodialCampaign	Attributes of autodial campaign.

modifyAutodialCampaignResponse

Empty.

modifyInboundCampaign

Updates the attributes of an inbound campaign.

modifyInboundCampaign

Parameter	Type	Description
campaign	inboundCampaign	Attributes of inbound campaign.

modifyInboundCampaignResponse

Empty.

modifyOutboundCampaign

Updates the attributes of an outbound campaign.

modifyOutboundCampaign

Parameter	Type	Description
campaign	outboundCampaign	Attributes of outbound campaign.

modifyOutboundCampaignResponse

Empty.

removeDispositionsFromCampaign

Deleted the 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

Empty.

removeDNISFromCampaign

Removes a list of DNIS from a campaign. When calls are received at that number after it has been removed from a campaign, a recording plays indicating 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

Empty.

removeListsFromCampaign

Removes 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

Empty.

removeSkillsFromCampaign

Removes 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

Empty.

renameCampaign

Renames a campaign.

renameCampaign

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

renameCampaignResponse

Empty.

setDefaultIVRSchedule

Assigns 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

Empty.

Campaign Management

asyncUpdateCampaignDispositions

Version 9.5

Updates campaign dispositions asynchronously.

Use this method to update the disposition of a small number of records. The method returns an `importIdentifier` object that you can use to query the import status and result. To check the status of the update, use the response identifier in the request of [getDispositionsImportResult](#).

asyncUpdateCampaignDispositions

Parameter	Type	Description
campaignName	string	Name of campaign.
dispositionsUpdateSettings	dispositionsUpdateSettings	Update settings.
importData	importData	List of dispositions to be imported.

asyncUpdateCampaignDispositionsResponse

Parameter	Type	Description
return	importIdentifier	Identifier for the imported data. Use this identifier to check the import status and result.

forceStopCampaign

Stops a campaign, which immediately disconnects all active calls.

forceStopCampaign

Parameter	Type	Description
campaignName	string	Name of campaign.

forceStopCampaignResponse

Empty.

getCampaignState

Returns the state of a campaign and 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

Returns 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

Returns 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	dispositionsImportResult	Result of disposition import operation.

resetCampaign

Resets the campaign to redial every number, except for numbers on the Do-Not-Call list.

resetCampaign

Parameter	Type	Description
campaignName	string	Name of campaign.

resetCampaignResponse

Empty.

resetCampaignDispositions

Resets 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

Empty.

resetListPosition

Resets 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

Empty.

setCampaignStrategies

Version 4

Updates the strategies for the specified campaign.

setCampaignStrategies

Parameter	Type	Description
campaignName	string	Name of campaign.
campaignStrategies	campaignStrategies	List of updated strategies.

setCampaignStrategiesResponse

Empty.

startCampaign

Starts a campaign.

startCampaign

Parameter	Type	Description
campaignName	string	Name of campaign.

startCampaignResponse

Empty.

stopCampaign

Stops a campaign.

stopCampaign

Parameter	Type	Description
campaignName	string	Name of campaign.

stopCampaignResponse

Empty.

updateDispositions

Updates batches of disposition values in a campaign. Records are passed as a two-dimensional array (collection of strings).

Sets or resets a disposition for the specified records. Each request can contain up to 50,000 records. To check the status of the update, use the response identifier in the request of [getDispositionsImportResult](#).

updateDispositions

Parameter	Type	Description
campaignName	string	Name of campaign.
DispositionsUpdateSettings	dispositionsUpdateSettings	Update settings.
<div>Note: This is case sensitive.</div>		
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

Updates batches of disposition values in a campaign. Records are passed as a string of comma-separated values. The method returns an importIdentifier that you can use to query import state and import result. To check the status of the update, use the response identifier in the request of [getDispositionsImportResult](#).

updateDispositionsCsv

Parameter	Type	Description
campaignName	string	Name of campaign.
DispositionsUpdateSettings	dispositionsUpdateSettings	Update settings.
<div>Note: This is case sensitive.</div>		
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

Updates batches of disposition values in a campaign, based on data contained in a file obtained from an FTP server.

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

updateDispositionsFtpResponse

Empty.

Campaign Profiles

createCampaignProfile

Creates a campaign profile.

createCampaignProfile

Parameter	Type	Description
campaignProfile	campaignProfileInfo	Configuration of a campaign profile.

createCampaignProfileResponse

Parameter	Type	Description
return	campaignProfileInfo	New campaign profile.

deleteCampaignProfile

Deletes a campaign profile.

deleteCampaignProfile

Parameter	Type	Description
profileName	string	Name of campaign profile.

deleteCampaignProfileResponse

Empty.

getCampaignProfileDispositions

Returns 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

Returns 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.

getCampaignProfiles

Returns 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.

modifyCampaignProfile

Updates a campaign profile.

modifyCampaignProfile

Parameter	Type	Description
campaignProfile	campaignProfileInfo	Configuration of campaign profile.

modifyCampaignProfileResponse

Empty.

modifyCampaignProfileCrmCriteria

Updates 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	campaignFilterCriterion [0..unbounded]	Criteria to add to the profile.
removeCriteria	campaignFilterCriterion [0..unbounded]	Criteria to remove from profile.

modifyCampaignProfileCrmCriteriaResponse

Empty.

modifyCampaignProfileFilterOrder

Updates 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

Empty.

modifyCampaignProfileDispositions

Updates 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

Empty.

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 agent triggers a manual connector.

createWebConnector

Creates a web connector.

createWebConnector

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

createWebConnectorResponse

Empty.

deleteWebConnector

Deletes a web connector.

deleteWebConnector

Parameter	Type	Description
name	string	Name of Web connector.

deleteWebConnectorResponse

Empty.

getWebConnectors

Returns 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

Updates a Web connector.

modifyWebConnector

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

modifyWebConnectorResponse

Empty.

Contact Fields

createContactField

Creates custom contact fields. When creating contact fields, campaigns must not be running.

createContactField

Parameter	Type	Description
field	contactField	New contact field.

createContactFieldResponse

Empty.

deleteContactField

Deletes a contact field. When deleting contact fields, campaigns must not be running.

deleteContactField

Parameter	Type	Description
fieldName	string	Name of contact field.

deleteContactFieldResponse

Empty.

getContactFields

Returns 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

Updates a contact field. When modifying contact fields, campaigns must not be running.

modifyContactField

Parameter	Type	Description
field	contactField	Contact field configuration.

modifyContactFieldResponse

Empty.

Contact Management

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

asyncUpdateCrmRecords

Updates up to 100 records in the contact database.

To check the status of the update, use the response identifier in the request of [getCrmImportResult](#).

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

Deletes batches from the contact database based on the specified import settings. Records are passed as a two-dimensional string array.

To check the status of the update, use the response identifier in the request of [getCrmImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

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

Deletes batches of records from the contact database based on the specified import settings. Records are passed as a two-dimensional string array.

To check the status of the update, use the response identifier in the request of [getCrmImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

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

Deletes batches of 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 batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

deleteFromContactsFtp

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

deleteFromContactsFtpResponse

Empty.

getContactRecords

Returns one or more records from the contact database.

getContactRecords

Parameter	Type	Description
lookupCriteria	crmLookupCriteria	Search criteria.

getContactRecordsResponse

Parameter	Type	Description
return	contactsLookupResult	Description of the results.

getCrmlImportResult

Returns 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

Updates batches of records in the contact database. Records are passed as a two-dimensional string array. To check the status of the update, use the response identifier in the request of [getCrmlImportResult](#).

Note

In the process of creating and updating records, with multiple files/loads at once, if the same record is being deleted before the list is completed, there is a possibility that the deletion will occur before the update. This can result in the record being recreated with the new updates.

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To update single records while an outbound campaign is running, use `updateCrmRecord` instead. To update up to 100 records, use `asyncUpdateCrmRecords`.

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

Updates batches of records in CSV format. Records are passed as a two-dimensional string array. To check the status of the update, use the response identifier in the request of [getCrMImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To update single records while an outbound campaign is running, use `updateCrMRecord` instead. To update up to 100 records, use `asyncUpdateCrMRecords`.

updateContactsCsv

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

updateContactsCsvResponse

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

updateContactsFtp

Imports 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 batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To update single records while an outbound campaign is running, use `updateCrmRecord` instead. To update up to 100 records, use `asyncUpdateCrmRecords`.

updateContactsFtp

Parameter	Type	Description
updateSettings	crmUpdateSettings	Options that determine how contact records are updated.
ftpSettings	ftpImportSettings	FTP settings.

updateContactsFtpResponse

This method contains no parameters.

updateCrmRecord

Updates 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.

Dialing Rules

getDialingRules

Returns 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

Creates, modifies, or deletes 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

Empty.

Disposition Configuration

createDisposition

Creates a disposition.

createDisposition

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

createDispositionResponse

Empty.

getDisposition

Returns 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

Returns 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

Updates the attributes of a disposition.

modifyDisposition

Parameter	Type	Description
disposition	disposition	Name and attributes of disposition.

modifyDispositionResponse

Empty.

removeDisposition

Deletes a disposition from the configuration.

removeDisposition

Parameter	Type	Description
dispositionName	string	Name of the disposition.

removeDispositionResponse

Empty.

renameDisposition

Updates a disposition.

renameDisposition

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

renameDispositionResponse

Empty.

Domain Limits

For security reasons, Five9 has implemented default limits for each type of Web Services request. If you require higher limits for some types of requests, contact Five9 Customer Support.

Important

API request limits may change over time. To ensure that you always know the correct limits for your domain, use [getCallCountersState](#). The response contains the current limits for each type of request in the table below.

The minute, hour, or day count starts at the beginning of the time interval at the location of the data center, including its time zone.

If you start to send requests at 9:30 PM in California, the hourly interval ends at 10:00 PM. At that time, the limit is reset for the next hour.

If your production domain has 4000 agents, calculate as follows the number of records that you can update or insert each hour with `asyncUpdateCrmRecords`. Your domain may have different limits from those in the example.

Maximum number of requests each hour: 1000

X

Maximum number of records in each request: 100

Result: 100,000 records

Types of API Requests	Minute	Hour	Day
Query getContactRecords returns a maximum of 1000 records. checkDncForNumbers, getAgentGroup, getAgentGroups, getAutodialCampaign, getCallVariableGroups, getCallVariables, getCampaignDNISList, getCampaignProfileDispositions, getCampaignProfileFilter, getCampaignProfiles, getCampaigns, getCampaignState, getContactFields, getContactRecords, getCrMImportResult, getDialingRules, getDisposition, getDispositionsImportResult, getDispositions, getDNISList, getInboundCampaign, getIVRScripts, getListImportResult, getListsForCampaign, getListsInfo, getOutboundCampaign, getPrompt, getReasonCodeByType, getReasonCode, getSkillInfo, getSkill, getSkillsInfo, getSkills, getSkillVoicemailGreeting, getUserGeneralInfo, getUserInfo, getUserProfile, getUserProfiles, getUsersGeneralInfo, getUserInfo, getUserVoicemailGreeting, getVCCConfiguration, getWebConnectors, isImportRunning, and isReportRunning	450	15000	172800
Modify (creating, modifying, or deleting values or objects) addDispositionsToCampaign, addDNISToCampaign, addListsToCampaign, addNumbersToDnc, addPromptTTS, addPromptWavInline, addPromptWav, addSkillsToCampaign, createAgentGroup, createAutodialCampaign, createCallVariable, createCallVariablesGroup, createCampaignProfile, createContactField, createDisposition, createInboundCampaign, createIVRScript, createList, createOutboundCampaign, createReasonCode, createSkill, createUser, createUserProfile, createWebConnector,	140	7200	172800

Types of API Requests	Minute	Hour	Day
deleteAgentGroup, deleteCallVariable, deleteCallVariablesGroup, deleteCampaign, deleteCampaignProfile, deleteContactField, deleteIVRScript, deleteList, deletePrompt, deleteReasonCodeByType, deleteReasonCode, deleteSkill, deleteUser, deleteUserProfile, deleteWebConnector, forceStopCampaign, modifyAgentGroup, modifyAutodialCampaign, modifyCallVariable, modifyCallVariablesGroup, modifyCampaignLists, modifyCampaignProfileCrmCriteria, modifyCampaignProfileDispositions, modifyCampaignProfileFilterOrder, modifyCampaignProfile, modifyContactField, modifyDisposition, modifyInboundCampaign, modifyIVRScript, modifyOutboundCampaign, modifyPromptTTS, modifyPromptWavInline, modifyPromptWav, modifyReasonCode, modifySkill, modifyUserCannedReports, modifyUser, modifyUserProfile, modifyUserProfileSkills, modifyUserProfileUserList, modifyVCCConfiguration, modifyWebConnector, removeDisposition, removeDispositionsFromCampaign, removeDNISFromCampaign, removeListsFromCampaign, removeNumbersFromDnc, removeSkillsFromCampaign, renameCampaign, renameDisposition, resetCampaignDispositions, resetCampaign, resetListPosition, setDefaultIVRSchedule, setDialingRules, setSkillVoicemailGreeting, setUserVoicemailGreeting, startCampaign, stopCampaign, userSkillAdd, userSkillModify, userSkillRemove			
Importing single records	160	7200	172800
addRecordToList, deleteRecordFromList, updateCrmRecord			
Importing multiple records asynchronously You can upload up to 100 records in each request.	20	1000	2000
asyncAddRecordsToList, asyncDeleteRecordsFromList, asyncUpdateCampaignDispositions, asyncUpdateCrmRecords			

Types of API Requests	Minute	Hour	Day
Generating reports <code>runReport</code>	16	120	800
Retrieving reports You can retrieve up to 50,000 records in each report. For other reporting limits, refer to the <i>Dashboard and Reporting User's Guide</i> . <code>getReportResultCsv</code> , <code>getReportResult</code>	20	200	1000
Uploading You can upload up to 50,000 records in each request. <code>addNumbersToDnc</code> , <code>addToList</code> , <code>addToListCsv</code> , <code>addToListFtp</code> , <code>deleteAllFromList</code> , <code>deleteFromContactsCsv</code> , <code>deleteFromContactsFtp</code> , <code>deleteFromContacts</code> , <code>deleteFromList</code> , <code>deleteFromListCsv</code> , <code>deleteFromListFtp</code> , <code>updateContacts</code> , <code>updateContactsCsv</code> , <code>updateContactsFtp</code> , <code>updateDispositions</code> , <code>updateDispositionsCsv</code> , and <code>updateDispositionsFtp</code>	20	400	2000

getCallCountersState

Returns your domain's request limits.

No limit is set for this request. However, Five9 recommends that you do not use it excessively.

getCallCountersState

This method contains no parameters.

getCallCountersStateResponse

Parameter	Type	Description
<code>return</code>	<code>limitTimeoutState</code>	Collection of limits for different request types.

IVR Script

These methods allow you to manage Interactive Voice Response (IVR) scripts, which are visual devices for routing calls in inbound and autodial campaigns.

createIVRScript

Creates 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

Deletes an IVR script.

deleteIVRScript

Parameter	Type	Description
name	string	Name of script.

deleteIVRScriptResponse

Empty.

getIVRScripTs

Returns 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

Updates an IVR script.

modifyIVRScript

Parameter	Type	Description
scriptDef	ivrScriptDef	Name and description of scripts.

modifyIVRScriptResponse

Empty.

setIvrScriptOwnership

Version 10

Sets the ownership information for an IVR script.

setIvrScriptOwnership

Parameter	Type	Description
ivrScriptName	string	Name of script.
othersCanCopy	boolean	Whether other users can copy the script.

setIvrScriptOwnershipResponse

Empty.

getIvrScriptOwnership

Version 10

Gets the ownership information for an IVR script.

getIvrScriptOwnership

Parameter	Type	Description
ivrScriptName	string	Name of script.

getIvrScriptOwnershipResponse

Parameter	Type	Description
return	IvrScriptOwnership	Script ownership information.

removeIvrScriptOwnership

Version 10

Removes the ownership from an IVR script.

removeIvrScriptOwnership

Parameter	Type	Description
ivrScriptName	string	Name of script.

removeIvrScriptOwnershipResponse

Empty.

setIvrIcons

Version 10

Sets the icon graphics data for an IVR script.

setIvrIcons

Parameter	Type	Description
ivrIcons	IvrIcons	Icons.
ivrScriptName	string	Name of script.

setIvrIconsResponse

Empty.

getIvrIcons

Version 10

Gets the icon graphics data for an IVR script.

getIvrIcons

Parameter	Type	Description
ivrScriptName	string	Name of script.

getIvrIconsResponse

Parameter	Type	Description
ivrIcons	IvrIcons	Icons.

removeIvrIcons

Version 10

Removes the icon graphics data from an IVR script.

removeIvrIcons

Parameter	Type	Description
<code>ivrScriptName</code>	<code>string</code>	Name of script.

removeIvrIconsResponse

Empty.

List Management

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

addNumbersToDnc

Adds phone numbers to your domain's 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
<code>numbers</code>	<code>string [0..unbounded]</code>	List of numbers to add to the list.

addNumbersToDncResponse

Parameter	Type	Description
<code>return</code>	<code>int</code>	Number of records added to the DNC list.

addRecordToList

Adds 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
<code>listName</code>	<code>string</code>	Name of list.
<code>listUpdateSettings</code>	listUpdateSettings	List update settings.
<code>record</code>	recordData	Data to import.

addRecordToListResponse

Parameter	Type	Description
<code>return</code>	listImportResult	Result of the addition.

addRecordToListSimple

Version 3

Adds 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`.

Because `addRecordToListSimple` does not have a duplicate records flag, if the list record has more than two matches, the behavior is as follows:

- No contact field data is updated.
- No record is added to the list.
- Users receive this fault: More than one record matches specified criteria.

This behavior is equivalent to this:

- `crmUpdateMode = UPDATE_SOLE_MATCHES`
- `listAddMode = ADD_IF_SOLE_CRM_MATCH`

addRecordToListSimple

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

addRecordToListSimpleResponse

Empty.

addToList

Imports batches 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). To check the status of the update, use the response identifier in the request of [getListImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To insert single records while an outbound campaign is running, use `addRecordToListSimple` instead. To insert up to 100 records, use `asyncAddRecordsToList`.

addToList

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

addToListResponse

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

addToListCsv

Imports batches of records into a list. Depending on the import settings, contact records may be affected. Records are passed as a string of comma-separated values. To check the status of the update, use the response identifier in the request of [getListImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To insert single records while an outbound campaign is running, use `addRecordToListSimple` instead. To insert up to 100 records, use `asyncAddRecordsToList`.

addToListCsv

Parameter	Type	Description
listName	string	Name of list.
listUpdateSettings	listUpdateSettings	List update settings.
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

Imports by FTP a batch of list records. Depending on the 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 batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To insert single records while an outbound campaign is running, use `addRecordToListSimple` instead. To insert up to 100 records, use `asyncAddRecordsToList`.

addToListFtp

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

addToListFtpResponse

Empty.

asyncAddRecordsToList

Adds up to 100 records to a list. If the records do not exist in the contact database, they are added. Otherwise, the existing records are updated based on the list update

settings. To check the status of the update, use the response identifier in the request of [getListImportResult](#).

Important

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

asyncAddRecordsToList

Parameter	Type	Description
<code>listName</code>	<code>string</code>	Name of list.
<code>listUpdateSettings</code>	listUpdateSettings	List update settings.
<code>importData</code>	importData	Data to import in XML format.
<code>resetDispositionsInCampaignsImportData</code> Version 9.5	<code>string</code> [0..unbounded]	Optional list of campaign names in which to reset the dispositions.

asyncAddRecordsToListResponse

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

asyncDeleteRecordsFromList

Deletes multiple records from a list. Use one of the `deleteFromContacts` methods to delete a contact. To check the status of the update, use the response identifier in the request of [getListImportResult](#).

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

checkDncForNumbers

Checks 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 50000 phone numbers in a request.

checkDncForNumbersResponse

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

createList

Creates a dialing list.

createList

Parameter	Type	Description
listName	string	Name of list.

createListResponse

Empty.

deleteAllFromList

Deletes all records from a list.

To check the status of the update, use the response identifier in the request of [getListImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

deleteAllFromList

Parameter	Type	Description
listName	string	Name of list.
reportEmail	string	Email address for the deletion report.
callbackUrl	string	URL for the HTTP callback.
Version 9.5		
callbackFormat	callbackFormat	File format returned by the client.

deleteAllFromListResponse

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

deleteFromList

Deletes batches of records from a list.

To check the status of the update, use the response identifier in the request of [getListImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

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

Deletes batches of records from a list. Records are passed as a string of comma-separated values.

To check the status of the update, use the response identifier in the request of [getListImportResult](#).

Important

Because this batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

deleteFromListCsv

Parameter	Type	Description
listName	string	Name of list.
listDeleteSettings	listDeleteSettings	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

Removes batches of records from a list 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 batch method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods. To delete single records while an outbound campaign is running, use `deleteRecordFromList` instead. To delete up to 100 records, use `asyncDeleteRecordsFromList`. If you require a larger batch, contact your Five9 representative.

deleteFromListFtp

Parameter	Type	Description
<code>listName</code>	<code>string</code>	Name of list.
<code>deleteSettings</code>	listDeleteSettings	List deletion settings.
<code>ftpSettings</code>	ftpImportSettings	FTP settings.

deleteFromListFtpResponse

Empty.

deleteList

Deletes a list from the Five9 configuration. Although the list is deleted, the contact records remain in the Contact database.

deleteList

Parameter	Type	Description
<code>listName</code>	<code>string</code>	Name of list.

deleteListResponse

Empty.

deleteRecordFromList

Deletes a record from a list. Use one of the deleteFromContacts methods to delete a contact.

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	listDeleteSettings	List deletion settings.
record	recordData	Records to delete from the list.

deleteRecordFromListResponse

Parameter	Type	Description
return	listImportResult	Result of the deletion.

getListImportResult

Returns 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

Returns 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

Checks 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

Checks whether phone numbers are part of a DNC list. The response contains the numbers found in the DNC list.

Note: For instructions on removing phone numbers from a DNC list, see [Managing Do Not Call Lists](#).

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.

Locales and Languages

[getAvailableLocales](#)
[getConfigurationTranslations](#)
[getLocale](#)
[setLocale](#)
[updateConfigurationTranslations](#)

getAvailableLocales

Version 9.5

Returns the list of locales for the domain.

getAvailableLocales

Takes no parameters.

getAvailableLocalesResponse

Parameter	Type	Description
return	string [0..unbounded]	List of available locales.

getConfigurationTranslations

Version 9.5

Returns configuration translations for the locale.

getConfigurationTranslations

Parameter	Type	Description
localeName	string	Name of the locale.

getConfigurationTranslationsResponse

Parameter	Type	Description
return	adminConfigTranslation [0..unbounded]	List of configuration translations for the locale.

getLocale

Version 9.5

Returns the name of the locale.

getLocale

Takes no parameters.

getLocaleResponse

Parameter	Type	Description
return	string	Name of the locale.

setLocale

Version 9.5

Sets the name of the locale.

setLocale

Parameter	Type	Description
localeName	string	Name of the locale.

setLocaleResponse

Empty.

updateConfigurationTranslations

Version 9.5

Updates the configuration translations for the locale.

updateConfigurationTranslations

Parameter	Type	Description
localeName	string	Name of the locale.
diffTranslations	adminConfigTranslation [0..unbounded]	List of configuration translations for the locale.

updateConfigurationTranslationsResponse

Parameter	Type	Description
translationsWithNonExistingKey	adminConfigTranslation [0..unbounded]	Updated list of configuration translations for the locale.

Prompt Management

addPromptTTS

Creates 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

Empty.

addPromptWav

Creates 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

Empty.

addPromptWavInline

Creates a prompt and uploads 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

Empty.

deleteLanguagePrompt

Version 9.5

Deletes a prompt in the specified language.

You cannot overwrite an existing prompt. If you try to modify a prompt in any language, an exception occurs.

Each prompt can exist in only one version in each language. If you try to modify an existing prompt, you get an exception. Therefore, use this method to delete the current language version. Afterward, use one of the modification methods to upload the new version.

deleteLanguagePrompt

Parameter	Type	Description
promptName	string	Name of the prompt.
language	string	Language of the prompt.

deleteLanguagePromptResponse

Empty.

deletePrompt

Deletes a prompt.

deletePrompt

Parameter	Type	Description
promptName	string	Name of prompt.

deletePromptResponse

Empty.

getPrompt

Returns the attributes of a prompt.

getPrompt

Parameter	Type	Description
promptName	string	Name of prompt.

getPromptResponse

Parameter	Type	Description
return	promptInfo	Prompt attributes.

getPrompts

Version 9.5

Returns a list of prompts.

getPrompts

Contains no parameters.

getPromptsResponse

Parameter	Type	Description
prompts	promptInfo [0..unbounded]	List of prompt attributes.

modifyPromptTTS

Updates 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

Empty.

modifyPromptWav

Updates 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

Empty.

modifyPromptWavInline

Updates 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

Empty.

Reason Codes

createReasonCode

Creates 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

Empty.

deleteReasonCode

No longer used. Instead, use `deleteReasonCodeByType`.

deleteReasonCodeByType

Deletes a reason code.

deleteReasonCodeByType

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

deleteReasonCodeByTypeResponse

Empty.

getReasonCode

No longer used. Instead, use `getReasonCodeByType`.

getReasonCodeByType

Returns 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

Updates a reason code.

modifyReasonCode

Parameter	Type	Description
<code>reasonCode</code>	reasonCode	Name and attributes of reason code.

modifyReasonCodeResponse

Empty.

Reports

Important: When using the SOAP API reporting methods (e.g., `runReport`, `getReportResult`, `getReportResultCsv`, `isReportRunning`), avoid running reports frequently to retrieve near real-time data. Reports are not designed for real-time data extraction. Consider alternative approaches for real-time data needs.

Reports obtained with the API use the Pacific time zone, adjusted for daylight savings time if needed. For example, for users in the Central time zone, the report time is minus (-) 2 hours.

The methods `runReport` and `get*Report*` use the user's configured locale. If no locale is configured, the system defaults to the domain's locale. The system follows this process when searching for report folders or report names.

To generate and retrieve reports, use the methods in this order:

- 1 Authenticate the reporting user.
- 2 Send `runReport`.
- 3 Send `isReportRunning` repeatedly until the response is false, which indicates that the report is completed.
- 4 To obtain the results, send `getReportResults`.

getReportResult

Returns the data from a report generated by `runReport`.

Important

For best results, Five9 recommends using the `getReportResultCsv` method to return report data.

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 5,000 records.

getReportResultCsv

Returns the data from a report generated by [runReport](#). The result of the report is in CSV format.

Note: The CSV output will always use the original column names in English, regardless of any modification applied elsewhere.

getReportResultCsv

Parameter	Type	Description
identifier	string	Unique identifier returned by runReport .

getReportResultCsvResponse

Parameter	Type	Description
return	string	Result of the report in CSV format. By default, the limit is 50,000 records.

isReportRunning

Checks whether a report is running and tracks changes in the status of a report. The method returns the response as soon as the report is completed.

Important

To prevent this method from overloading the system, Five9 recommends that you set the timeout parameter to at least five seconds. If report generation takes longer than the specified time-out, the method returns True, and the client resends the method.

isReportRunning

Parameter	Type	Description
identifier	string	Unique identifier returned by runReport .
timeout	long	Required time in seconds to wait for changes before returning the current state. If set to 0, this method returns the result immediately. Cannot be empty. Long polling.

isReportRunningResponse

Parameter	Type	Description
return	boolean	Whether the report is running. <ul style="list-style-type: none">• True: Report still being generated.• False: 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](#).

To reduce network traffic when calling runReport, Five9 recommends that you limit the criteria to a smaller time period to reduce the data returned. For example, to obtain data for a year, split the time period into months or weeks to return smaller data amounts instead of requesting one large report for an entire year.

runReport

Parameter	Type	Description
folderName	string	Report category, such as <i>Call Log Reports</i> . For more information, see the <i>Dashboards and Reports User's Guide</i> .
reportName	string	Name of the report, such as <i>Call Log</i> .
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).

Session Information

closeSession

Closes the administrator's session. The administrator can then log in to the VCC Administrator application.

closeSession

Takes no parameters.

closeSessionResponse

Empty.

Skill Management

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

Important

Because methods to add, delete, and modify skills affect the performance of the dialer, Five9 recommends that you use these methods only during off-peak hours.

addSkillAudioFile

Version 9.5

Add audio files for the skill.

addSkillAudioFile

Parameter	Type	Description
skillName	string	Skill name.
promptName	string	Prompt name.

addSkillAudioFileResponse

Empty.

createSkill

Creates 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

Deletes a skill.

deleteSkill

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

deleteSkillResponse

Empty.

getSkill

Returns 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	getSkill	Skill information.

getSkillAudioFiles

Version 9.5

Gets a list of skill audio files.

getSkill

Parameter	Type	Description
skillName	string	Name of skill.

getSkillResponse

Parameter	Type	Description
prompts	string [0..unbounded]	List of files.

getSkillInfo

Returns detailed skill information about a skill.

getSkillInfo

Parameter	Type	Description
skillName	string	Name of skill.

getSkillInfoResponse

Parameter	Type	Description
return	skillInfo	Skill information.

getSkills

Returns 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

Returns 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

Returns 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

Modifies 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.

removeSkillAudioFile

Version 9.5

Deletes a skill audio file.

removeSkillAudioFile

Parameter	Type	Description
skillName	string	Skill name.
promptName	string	Prompt name.

removeSkillAudioFileResponse

Empty.

setSkillVoicemailGreeting

Uploads the audio file in WAV format provided by the Web Services user and associates 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 supported WAV formats, 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

Empty.

Speed Dial Information

Version 10.2

You can add, retrieve, and remove numbers to speed dial.

createSpeedDialNumber

Version 10.2

Adds a speed dial number.

createSpeedDialNumber

Parameter	Type	Description
code	string	Code assigned to the telephone number to speed dial.
description	string	Description for the number.
number	string	Telephone number to dial.

createSpeedDialNumberResponse

Parameter	Type	Description
SpeedDialNumber	speedDialNumber	Information about the speed dial number.

getSpeedDialNumbers

Version 10.2

Returns a list of speed dial numbers.

getSpeedDialNumbers

Empty.

getSpeedDialNumbersResponse

Parameter	Type	Description
SpeedDialNumber	speedDialNumber [0..unbounded]	Speed dial numbers.

removeSpeedDialNumber

Version 10.2

Removes a speed dial number.

removeSpeedDialNumber

Parameter	Type	Description
code	string	Code assigned to the number to speed dial.

removeSpeedDialNumberResponse

Empty.

User Management

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

createUser

Creates 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

Deletes the specified user. An exception is thrown if the user does not exist.

Note: When you delete a user, all associated data, including voicemails, recordings, and callbacks, will also be deleted, as indicated in the notification from the platform before the user is deleted.

deleteUser

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

deleteUserResponse

Empty.

getUserGeneralInfo

No longer used. Use [getUsersGeneralInfo](#) instead.

getUserInfo

No longer used. Use [getUsersInfo](#) instead.

getUserVoicemailGreeting

Returns the user's voicemail greeting.

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

Returns 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.

Warning

Five9 recommends that you specify a string for the `userNamePattern` parameter as part of the method to reduce the number of objects processed and returned. If you do not specify a string, all user objects are returned. Depending on the number of user objects, the response time may result in performance degradation.

getUsersGeneralInfoResponse

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

getUsersInfo

Returns information about roles and skills of 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.

Warning

Five9 recommends that you specify a string for the `userNamePattern` parameter as part of the method to reduce the number of objects processed and returned. If you do not specify a string, all user objects are returned. Depending on the number of user objects, the response time may result in performance degradation.

getUsersInfoResponse

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

modifyUser

Modifies the user's attributes.

An exception is thrown if the user already exists, if the limit number of users is reached, or if user attributes are invalid.

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

Updates the list of canned reports associated with a specific user. To get a list of the user's current canned reports, use [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

Uploads 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, see the [Administrator's Guide](#).

setUserVoicemailGreeting

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

setUserVoicemailGreetingResponse

Empty.

userSkillAdd

Adds a skill to a user.

Important

To prevent the `userSkillAdd` method from overloading the system, Five9 recommends that you set a sleep parameter of at least 3 seconds between each request. Because this method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods.

userSkillAdd

Parameter	Type	Description
<code>userSkill</code>	userSkill	Skill to be added.

userSkillAddResponse

Empty.

userSkillModify

Modifies a skill.

Important

To prevent the `userSkillModify` method from overloading the system, Five9 recommends that you set a sleep parameter of at least 3 seconds between each request. Because this method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods.

userSkillModify

Parameter	Type	Description
userSkill	userSkill	Skill to be modified.

userSkillModifyResponse

Empty.

userSkillRemove

Deletes a skill.

Important

To prevent the `userSkillRemove` method from overloading the system, Five9 recommends that you set a sleep parameter of at least 3 seconds between each request. Because this method affects the performance of the dialer and uses significant database resources, use this method only during off-peak periods.

userSkillRemove

Parameter	Type	Description
userSkill	userSkill	Skill to be deleted.

userSkillRemoveResponse

Empty.

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

Creates 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

Deletes a user profile.

deleteUserProfile

Parameter	Type	Description
userProfileName	string	Name of profile.

deleteUserProfileResponse

Empty.

getUserProfile

Returns 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

Returns a list of user profiles whose names match a string pattern.

getUserProfiles

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

getUserProfilesResponse

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

modifyUserProfile

Updates a user profile.

modifyUserProfile

Parameter	Type	Description
userProfile	UserProfile	Name of profile.

modifyUserProfileResponse

Empty.

modifyUserProfileSkills

Updates 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

Empty.

modifyUserProfileUserList

Updates 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

Empty.

VCC Configuration

Returns information about the Virtual Call Center and the Web Services API.

getApiVersions

Version 9.5

Returns the newest and oldest production versions of the API available to the user so that the client can use the appropriate URL and methods.

getApiVersions

Contains no parameters.

getApiVersionsResponse

Parameter	Type	Description
return	versions	Available versions of the API.

getVCCConfiguration

Returns the global settings.

getVCCConfiguration

Empty.

getVCCConfigurationResponse

Parameter	Type	Description
return	vccConfiguration	Configuration of your VCC.

modifyVCCConfiguration

Updates the global settings of your Virtual Call Center.

modifyVCCConfiguration

Parameter	Type	Description
configuration	vccConfiguration	Configuration of your VCC.

modifyVCCConfigurationResponse

Empty.

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
<code>AccessDisallowedFault</code>	Your domain does not have access to the Five9 Configuration Web Services. To request access, contact Five9 Support.
<code>AddRecordToListFault</code>	<p>Version 3 Error with addRecordToListSimple due to one of these reasons:</p> <p>The following field(s) do not exist in the CRM table: {0}</p> <ul style="list-style-type: none">• 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.

Name	Description						
	<ul style="list-style-type: none">• 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}.• 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	Campaign name does not exist in the Five9 configuration.						

Name	Description									
	<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	Campaign state cannot be updated, for example: you cannot stop a campaign that is not running.									
	<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.								
CantModifyObjectFault	System error.									
CommonCampaignFault	Common part of the campaign error.									
Version 3	<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.								
ConcurrentModificationFault	Specified object is already being modified by another client.									
CrmFieldNotFoundFault	Specified contact database field cannot be found in this domain.									
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>fieldName</td><td>string</td><td>Name of field.</td></tr></table>	Name	Type	Description	fieldName	string	Name of field.			
Name	Type	Description								
fieldName	string	Name of field.								
DialProfileNotFoundFault	Undefined profile is specified when creating or modifying an outbound campaign.									
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>profileName</td><td>string</td><td>Name of profile.</td></tr></table>	Name	Type	Description	profileName	string	Name of profile.			
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.									
	<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.								
DispositionIsAlreadyAssigned Fault	Attempting to assign to a campaign a disposition that has already been assigned to the campaign.									
DispositionAlreadyAssigned Exception	<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>Information about current and requested</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.	dispositionName	string	Information about current and requested
Name	Type	Description								
campaignName	string	Name of campaign.								
dispositionName	string	Information about current and requested								

Note: The Fault name is different from the Exception name.

Name	Description									
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>disposition.</td></tr></table>	Name	Type	Description			disposition.			
Name	Type	Description								
		disposition.								
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.								
	<div>Note: The spelling of the Fault is different from that of the Exception.</div>									
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	<p>If a DNIS number is already assigned to a user, the DNISAlreadyAssignedFault saves the users name in the campaignName field. To ensure compatibility with existing API versions, we've opted to keep the users name stored in this location without altering the API. Campaign and user name may be distinguished via the fault message: 'DNIS "DDD" already assigned to campaign "CCC"' or 'DNIS "DDD" already assigned to user "UUU"'. </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>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	<p>DNIS is not assigned to a campaign.</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>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.									

Name	Description									
	<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.									
ExtensionAlreadyInUseFault	Extension already assigned to another user.									
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>ext</td><td>string</td><td>4-digit extension.</td></tr></table>	Name	Type	Description	ext	string	4-digit extension.			
Name	Type	Description								
ext	string	4-digit extension.								
ExtensionsOutOfRangeFault	Number of digits in the users’ extension is out of the allowed range.									
Version 9.5										
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>campaignName</td><td>string [0..unbounded]</td><td>Name of cam- paign.</td></tr><tr><td>userNames</td><td>string [0..unbounded]</td><td>List of user names.</td></tr></table>	Name	Type	Description	campaignName	string [0..unbounded]	Name of cam- paign.	userNames	string [0..unbounded]	List of user names.
Name	Type	Description								
campaignName	string [0..unbounded]	Name of cam- paign.								
userNames	string [0..unbounded]	List of user names.								
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	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>limit</td><td>int</td><td>Maximum number of records allowed.</td></tr><tr><td>recordsCount</td><td>int</td><td>Number of records in the request.</td></tr></table>	Name	Type	Description	limit	int	Maximum number of records allowed.	recordsCount	int	Number of records in the request.
Name	Type	Description								
limit	int	Maximum number of records allowed.								
recordsCount	int	Number of records in the request.								
	<div>Note: The name of the fault is different from that of the exception.</div>									
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 regardless of the reason, including password and security questions issues. May be returned by the createUser and modifyUser methods.									

Name	Description									
InvalidDateRangeFault	Invalid date range. Start date and time must precede end date and time. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>end</td><td>dateTime</td><td>End time of range.</td></tr><tr><td>start</td><td>dateTime</td><td>Start time of range.</td></tr></table>	Name	Type	Description	end	dateTime	End time of range.	start	dateTime	Start time of range.
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. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>pattern</td><td>string</td><td>Invalid regular expression.</td></tr></table>	Name	Type	Description	pattern	string	Invalid regular expression.			
Name	Type	Description								
pattern	string	Invalid regular expression.								
InvalidUserDataFault	Error in data provided to create or update user.									
IvrScriptOwnershipNotFoundFault	Attempting to create or modify an IVR script with invalid ownership information.									
Version 10										
IvrScriptNotFoundFault	Attempting to create or modify a campaign with an IVR script that does not exist. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>ivrScriptName</td><td>string</td><td>Name of IVR script.</td></tr></table>	Name	Type	Description	ivrScriptName	string	Name of IVR script.			
Name	Type	Description								
ivrScriptName	string	Name of IVR script.								
ListAlreadyAssignedFault	List already assigned to this 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>listName</td><td>string</td><td>Name of list.</td></tr></table>	Name	Type	Description	campaignName	string	Name of campaign.	listName	string	Name of list.
Name	Type	Description								
campaignName	string	Name of campaign.								
listName	string	Name of list.								
ListAlreadyExistsFault	List name already in use. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>listName</td><td>string</td><td>Name of list.</td></tr></table>	Name	Type	Description	listName	string	Name of list.			
Name	Type	Description								
listName	string	Name of list.								
ListCantBeRemovedFault	Attempting to delete a list that is in use. <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>listName</td><td>string</td><td>Name of list.</td></tr></table>	Name	Type	Description	listName	string	Name of list.			
Name	Type	Description								
listName	string	Name of list.								
ListIsNotAssignedFault	Attempting to modify or remove a list that is not 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.								

Name	Description												
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>listName</td><td>string</td><td>Name of list.</td></tr></table>	Name	Type	Description	listName	string	Name of list.						
Name	Type	Description											
listName	string	Name of list.											
ListNotFoundFault	Attempting to modify a list that does not exist.												
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>listName</td><td>string</td><td>Name of list.</td></tr></table>	Name	Type	Description	listName	string	Name of list.						
Name	Type	Description											
listName	string	Name of list.											
LocaleNotFoundFault	Unable to find the contact’s locale.												
Version 9.5													
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>localeName</td><td>string</td><td>Name of locale.</td></tr></table>	Name	Type	Description	localeName	string	Name of locale.						
Name	Type	Description											
localeName	string	Name of locale.											
LogoutReasonCodeNotFoundFault	No reason codes of type logout exist with the name provided.												
Removed from Version 10													
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>reasonCodeName</td><td>string</td><td>Name of reason code.</td></tr></table>	Name	Type	Description	reasonCodeName	string	Name of reason code.						
Name	Type	Description											
reasonCodeName	string	Name of reason code.											
MaxPlayFileCountForSkillExceededFault	Number of audio files for the skill has been exceeded.												
Version 9.5													
	<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.											
MissedArgumentFault	Required argument is missing from the request.												
MissedOsLoginFault	Do not use.												
NotReadyReasonCodeNotFoundFault	No Not Ready reason code with that name exists.												
Removed from Version 10													
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>reasonCodeName</td><td>string</td><td>Name of reason code.</td></tr></table>	Name	Type	Description	reasonCodeName	string	Name of reason code.						
Name	Type	Description											
reasonCodeName	string	Name of reason code.											
ObjectAlreadyExistsFault	Object with the same name already exists.												
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>id</td><td>long</td><td>Object ID.</td></tr><tr><td>objectName</td><td>string</td><td>Name of object.</td></tr><tr><td>objectType</td><td>wsObjectType</td><td>Type of data.</td></tr></table>	Name	Type	Description	id	long	Object ID.	objectName	string	Name of object.	objectType	wsObjectType	Type of data.
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	Description															
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>id</td><td>long</td><td>Object ID.</td></tr><tr><td>objectName</td><td>string</td><td>Name of object.</td></tr><tr><td>objectType</td><td>wsObjectType</td><td>Type of data.</td></tr></table>	Name	Type	Description	id	long	Object ID.	objectName	string	Name of object.	objectType	wsObjectType	Type of data.			
Name	Type	Description														
id	long	Object ID.														
objectName	string	Name of object.														
objectType	wsObjectType	Type of data.														
ObjectNotFoundFault	Requested object does not exist.															
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>id</td><td>long</td><td>Object ID.</td></tr><tr><td>objectName</td><td>string</td><td>Name of object.</td></tr><tr><td>objectType</td><td>wsObjectType</td><td>Type of data.</td></tr></table>	Name	Type	Description	id	long	Object ID.	objectName	string	Name of object.	objectType	wsObjectType	Type of data.			
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.															
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>id</td><td>long</td><td>Object ID.</td></tr><tr><td>limit</td><td>int</td><td>Limit that has been reached.</td></tr><tr><td>objectName</td><td>string</td><td>Name of object.</td></tr><tr><td>objectType</td><td>wsObjectType</td><td>Type of data.</td></tr></table>	Name	Type	Description	id	long	Object ID.	limit	int	Limit that has been reached.	objectName	string	Name of object.	objectType	wsObjectType	Type of data.
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.															
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>limit</td><td>long</td><td>Maximum number of requests.</td></tr><tr><td>operationType</td><td>string</td><td>Type of operation.</td></tr></table>	Name	Type	Description	limit	long	Maximum number of requests.	operationType	string	Type of operation.						
Name	Type	Description														
limit	long	Maximum number of requests.														
operationType	string	Type of operation.														
ParseException	Error found during parsing.															
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>errorOffset</td><td>int</td><td>Location of the error.</td></tr></table>	Name	Type	Description	errorOffset	int	Location of the error.									
Name	Type	Description														
errorOffset	int	Location of the error.														
PromptAlreadyExistsFault	Attempting to create a prompt that already exists.															
	<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.														
PromptCantBeDeletedFault	Attempting to delete a prompt that is currently															

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

Name	Description									
ServerFault	Web Services server error.									
ServiceUnavailableFault	Web Services are not available.									
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	Audio file for the TTS prompt cannot be created.									

Note: Fault is absent from

Name		Description											
	<div>the name of the Exception.</div>	<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.											
UnknownIdentifierFault		Unknown identifier of import operation is requested.											
UserAlreadyExistsFault		Attempting to create a user with a name that already exists.											
		<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>userName</td><td>string</td><td>Name of user.</td></tr></table>	Name	Type	Description	userName	string	Name of user.					
Name	Type	Description											
userName	string	Name of user.											
UserAlreadyHasSkillFault		User already has the specified skill.											
		<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><tr><td>userName</td><td>string</td><td>Name of user.</td></tr></table>	Name	Type	Description	skillName	string	Name of skill.	userName	string	Name of user.		
Name	Type	Description											
skillName	string	Name of skill.											
userName	string	Name of user.											
UserAlreadyLoggedInFault		User ID is already logged in.											
UserCantBeDeletedFault		User name cannot be deleted because it is used in other objects.											
		<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>userName</td><td>string</td><td>Name of user.</td></tr></table>	Name	Type	Description	userName	string	Name of user.					
Name	Type	Description											
userName	string	Name of user.											
UserDoesntHaveSkillFault		User does not have the specified skill.											
		<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><tr><td>userName</td><td>string</td><td>Name of user.</td></tr></table>	Name	Type	Description	skillName	string	Name of skill.	userName	string	Name of user.		
Name	Type	Description											
skillName	string	Name of skill.											
userName	string	Name of user.											
UserHasNoRequiredRoleFault		User being added to agent group does not have the required agent or supervisor role.											
UserHasNoRequiredRolesException													
	<div>Note: The spelling of the Fault is different from that of the Exception.</div>	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>roles</td><td>userRoleType [0..unbounded]</td><td>Types of roles.</td></tr><tr><td>userName</td><td>string</td><td>Name of user.</td></tr></table>	Name	Type	Description	roles	userRoleType [0..unbounded]	Types of roles.	userName	string	Name of user.		
Name	Type	Description											
roles	userRoleType [0..unbounded]	Types of roles.											
userName	string	Name of user.											
UserNotFoundFault		User not found.											
		<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>userName</td><td>string</td><td>Name of user.</td></tr></table>	Name	Type	Description	userName	string	Name of user.					
Name	Type	Description											
userName	string	Name of user.											
WavFileUploadFailedFault		WAV file upload failed when attempting to create or modify prompt.											

Name	Description		
	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.		
	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.		
	Name	Type	Description
	actualType	campaignType	Specified campaign type.
	campaignName	string	Name of campaign.
	desiredType	campaignType	Campaign types to specify.
WrongListDialingModeFault	Incorrect dialing mode.		
WrongListDialingModeFault	Name	Type	Description
Version 4	campaignName	string	Name of campaign.
WrongPromptTypeFault	Specified prompt type is incorrect.		
	Name	Type	Description
	actualType	promptType	Specified prompt type.

Name		Description	
		Name	Type
		Description	
desiredType		promptType	Prompt type to specify.
promptName		string	Name of prompt.

Examples

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

[XML Examples](#)

[PHP Example](#)

XML Examples

[addToListCsv](#)

[addRecordToList](#)

[asyncAddRecordsToList](#)

[deleteFromContacts](#)

[runReport](#)

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>
    </ser:addToListCsv>
  </env:Body>
</env:Envelope>
```

```

<key>false</key>
    </fieldsMapping>
    <fieldsMapping>
        <columnNumber>3</columnNumber>
    </fieldsMapping>
    <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>
    <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/>
        <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>
          <item>1341957500000</item>
        </values>
      </importData>
    </ser:asyncAddRecordsToList>
  </env:Body>
</env:Envelope>
```

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

```

        </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>

```

runReport

This example contains multiple `<criteria>` objects.

Request

```

<env:Envelope xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance"
xmlns:tns="http://service.admin.ws.five9.com/"
xmlns:env="http://schemas.xmlsoap.org/soap/
envelope/"
xmlns:ins0="http://jaxb.dev.java.net/array">
    <env:Body>
        <tns:runReport>
            <folderName>Shared Reports</folderName>
            <reportName>Test Report</reportName>
            <criteria>
                <time>
                    <start>2019-04-16T20:22:17.173</start>
                    <end>2019-05-08T02:37:42.4786435-05:00</end>
                </time>
            <reportObjects>
                <objectNames>Test Campaign1</objectNames>
                <objectNames>Test Campaign2</objectNames>
                <objectType>Campaign</objectType>
            </reportObjects>
        </tns:runReport>
    </env:Body>
</env:Envelope>

```



```

        </reportObjects>
    </criteria>
</tns:runReport>
</env:Body>
</env:Envelope>

```

Response

```

<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
    <env:Header/>
    <env:Body>
        <ns2:runReportResponse
            xmlns:ns2="http://service.admin.ws.five9.com/">
            <return>E0F0BC9A5544767BBrt0.c.ie.oA6DAA@
7p90E4Bs7lCf4v49BcAm
            </return>
        </ns2:runReportResponse>
    </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/<API version>/Ad-
minWebService?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" => "num-
ber1", "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' => $listUp-
dateSettings, 'importData' => $data); //request parameters

$result = $client_five9->asyncAddRecordsToList($xml_data);
$variables = get_object_vars($result);
$res = get_object_vars($variables['return']);
$identifier = $res['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);
        prevent multiple calls within a second
        $variables = get_object_vars($IIR_result);
        // to prevent multiple calls within a second
        sleep (1);
        $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";

?>
```