Voycell Call Center Backend - Comprehensive API Documentation

1. Introduction

This document provides full technical documentation for the Voycell Call Center Backend API. It is designed to be the primary reference for developers, quality assurance teams, and system administrators. The API is built with a serverless architecture on AWS, using Node.js and MongoDB.

1.1 Base URLs

- **Production**: `https://nf6fp9tcn6.execute-api.eu-north-1.amazonaws.com`
- **Local Development**: `http://localhost:4004`

1.2 Authentication

The API uses **JWT (JSON Web Token)** for authentication.

- All protected endpoints require an `Authorization` header: `Bearer` .
- Public endpoints (Signup, Login, Magic Link) do not require authentication.

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2. User Roles & Permissions

The system uses Role-Based Access Control (RBAC):

- **Super Admin**: Full system access, PBX cluster management, global user administration.

- **Company Admin**: Manage company-specific agents, integrations, and high-level reports.

- **User (Agent)**: Core operational access to contacts, calls, and messages.

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3. API Reference

3.1 Authentication

Method	Endpoint	Summary
POST	`/user/signup/email`	Company Admin registration.
POST	`/user/login`	Secure login to obtain JWT.
POST	`/user/verify-phone-number`	OTP verification for phone numbers.
POST	`/user/generateMagicLink`	Send a magic login link to email.
POST	`/auth/magic-link`	Login via magic link token.
GET	`/auth/verify-magic-link`	Verify validity of a magic link.
POST	`/auth/logout-all-devices`	Global logout from all active sessions.
POST	`/user/logout`	Invalidate current session.
POST	`/user/verifyEmailChange`	Confirm email address update.

3.2 User Profile

Method	Endpoint	Summary
GET	`/getUser`	Fetch full profile of current user.
POST	`/editProfile`	Update basic info and profile picture (Multipart).
POST	`/changePassword`	Change account password.

Method	Endpoint	Summary
POST	/changePassword/sip-secret	Update SIP extension password.
POST	/addEditTemplete	Manage message templates (WhatsApp/Email).

3.3 CRM - Contacts & Leads

Method	Endpoint	Summary
POST	/addEditContactLeads	Create or update a Contact/Lead (Multipart).
POST	/getAllContactsOrLeads	Paginated list of all company contacts.
POST	/getAllContactsOrLeads/single	Fetch a single contact by ID.
GET	/getAllContactsOrLeads/searchByPhone	Lookup contact by phone number.
GET	/getAllContactsOrLeads/ForEvent	Search contacts for event scheduling.
POST	/addEditContactLeads/batch-delete	Delete multiple contacts at once.
PUT	/addEditContactLeads/toggle-favorite	Mark/Unmark as favorite.
POST	/save-bulk-contacts	Import contacts in bulk.
GET	/getContactActivities	Chronological activity timeline for a contact.

3.4 CRM - Tags & Categories

Method	Endpoint	Summary
GET	/tag/getTagsOfUser	List all tags created by current user.
POST	/tag/assignedToMultipleContacts	Batch assign tags.
POST	/tag/addTagToUser	Create a new global tag definition.
DELETE	/tag/deleteTagOfUser	Remove a tag definition.
PUT	/tag/editTagOfUser	Update tag name/emoji.
GET	/tag/getTagWithContact	List tags associated with a specific contact.

3.5 CRM - Tasks & Meetings

Method	Endpoint	Summary
POST	/task/addEdit	Create or update a CRM task.
GET	/meeting/getAll	List all scheduled meetings.
DELETE	/meeting/deleteMeeting	Cancel a meeting.

3.6 WhatsApp & WABA (WhatsApp Business API)

Method	Endpoint	Summary
POST	/api/whatsapp/send-message	Send text or media messages (Multipart).
POST	/api/whatsapp/send-template	Send official Meta templates.
POST	/api/whatsapp/send-campaign	Trigger bulk message campaigns.
POST	/api/whatsapp/conversations	List all active chat threads.
POST	/api/whatsapp/messages	Fetch message history for a specific chat.
GET	/api/whatsapp/approved-templates	Sync templates from Meta dashboard.
POST	/api/whatsapp/connect	Link WhatsApp account to system.
POST	/api/whatsapp/disconnect	Remove WhatsApp integration.
POST	/api/whatsapp/refresh-token	Internal token maintenance.

3.7 Yeastar PBX (Voice Communications)

Method	Endpoint	Summary
POST	/api/yeastar/make-call	Initiate Click-to-Call sequence.
POST	/call/company-call-history	Admin view of all company calls.
POST	/call/agent-call-history	Personal call logs for an agent.
POST	/call/phone-number-call-history	Interaction history with a specific number.
POST	/call/dashboard-call-history	High-level stats for dashboard graphs.
POST	/call/recording	Generate signed URL for call recordings.
GET	/call/inbound-outbound-graph	Data for call volume visualization.
POST	/call/incoming-call-webhook	Handles live PBX events.

3.8 Connections & Integrations

Method	Endpoint	Summary
POST	`/connect/google`	Link Google account (Contacts/Calendar).
GET	`/fetch-google-contacts`	Manual sync of Google contacts.
POST	`/connect/smtp`	Configure custom email outgoing server.
POST	`/api/zoho/connect`	Link Zoho CRM.
GET	`/fetch-zoho-contacts`	Sync contacts from Zoho.
GET	`/fetch-hubspot-contacts`	Sync contacts from HubSpot.
POST	`/connect/microsoft`	Link Microsoft/Outlook account.
POST	`/connect/zoom`	Link Zoom for video meetings.

3.9 Super Admin (System Governance)

Method	Endpoint	Summary
POST	`/superAdmin/allCompanyAdmin`	Audit list of all company owners.
POST	`/superAdmin/addPBXDevice`	Setup a new PBX server cluster.
GET	`/superAdmin/getAllPBXDevices`	List all managed PBX instances.
POST	`/deleteUser/suspend`	Deactivate user access globally.
POST	`/admin/user/changeStatus`	Update account status (Active/Inactive).
POST	`/admin/user/delete`	Delete a user account.
POST	`/admin/bulk-delete`	Mass deletion of accounts.
GET	`/admin/pbx/details`	Individual PBX cluster details.
GET	`/admin/pbx/allDevices`	Detailed PBX cluster status.
POST	`/admin/pbx/deleteDevice`	Remove a PBX instance.
PUT	`/admin/pbx/toggleDeviceStatus`	Enable/Disable a PBX device.

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4. Detailed API Payload Declarations

4.1 Contact Creation (POST `/addEditContactLeads`)

Type: `multipart/form-data`

- `contact_id`: (String) Optional, for updates.

- `category`: (String) "contact" or "lead".

- `firstname`: (String) First name.

- `lastname`: (String) Last name.

- `emailAddresses`: (String) JSON stringified array of emails.

- `phoneNumbers`: (String) JSON stringified array of phone number objects `{ "countryCode": "+1", "number": "123456" }`.

- `notes`: (String) Internal notes.

- `contactImage`: (File) Profile image upload.

4.2 Send WhatsApp Message (POST `/api/whatsapp/send-message`)

Type: `multipart/form-data`

- `to`: (String) Destination phone number.

- `message`: (String) Plain text body.

- `file`: (File) Optional media attachment.

4.3 PBX Call Initiation (POST `/api/yeastar/make-call`)

Type: `application/json`

```json
{

  "caller_extension": "101",

  "mob_number": "9876543210",

  "assignedDeviceId": "PBX_CLUSTER_A"
```

}

`

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5. Data Schemas

4.1 User Object

`json

{

  "_id": "string",

  "firstname": "string",

  "lastname": "string",

  "email": "string",

  "role": "user | companyAdmin | superadmin",

  "isActive": "boolean",

  "lastSeen": "ISO Date String"

}

`

4.2 Contact Object

`json

{

  "contact_id": "string",

```
  "firstname": "string",

  "lastname": "string",

  "emailAddresses": ["string"],

  "phoneNumbers": [

    { "countryCode": "string", "number": "string" }

  ],

  "status": "string",

  "isLead": "boolean",

  "tags": ["Tag Object"]

}

`
```

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5. Documentation Conversion

To generate a Word document from this Markdown file:

1. **VS Code Extension**: Use "Markdown to Docx" extension.

2. **Command Line**: Run `pandoc Voycell_Backend_Documentation.md -o Voycell_Backend_Documentation.docx`.

3. **Online Tools**: Use CloudConvert or any MD-to-DOCX web tool.