Queues

API documentation

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Endpoints

Get access token

Request	
endpoint	`https://{domain}:9443/api/v2/login`
verb	`POST`

request body	`{`
	` "username": "user@domain.com",`
	` "password": "yourPassword",`
	` "domain": "tenant"`
	`}`

Response	
Code	**Description**

200	Response body:
	{
	      "user": {
	      ...
	      },
	      "access_token": "{access_token_value}",
	      "refresh_token": "{refresh_token_value}"
	}

400	The information sent is invalid.
500	Error due to an internal issue.

Get users list

Request	
endpoint	`https://{domain}:9443/api/v2/config/users`
verb	`GET`
header	X-Account-ID: `{account_id}`
header	Authorization: "Bearer **{access_token_value}**"

Response	
Code	**Description**

200	Response body:
	 <pre>[
	    {
	        "id": "71b871eaba6d34ff9f77a30fe6fd2c8a",
	        "level": "user",
	        "first_name": "Jim1013",
	        "last_name": "Admin",
	        "email": "info@company.com",
	        "presence_id": "1013",
	        "enabled": false,
	        "has_cellphones": false,
	        "role": "user",
	        "tags": [],
	        "isAgent": false,
	        "invitation": {
	        "status": "",
	        "history": null
	        },
	        "feature_plan": ""
	    }
	]</pre>

400	The information sent is invalid.
500	Error due to an internal issue.

Get queues list

Request	
endpoint	`https://{domain}:9443/api/v2/config/queues`
verb	`GET`
header	X-Account-ID: `{account_id}`
header	Authorization: "Bearer **{access_token_value}**"

Response	
Code	**Description**
200	Response body:

```
[
        {
        "id": "00f4138e-ea12-40a2-974b-cc8ec80ee7a8",
        "name": "test_queue",
        "max_time_caller_remains": 3,
        "max_time_caller_remains_unit": "minutes",
        "strategy": "simultaneous",
        "wrap_up_time": 1,
        "timeout": 20,
        "moh": "f023cd3d942d305cedb97466c0291baf",
        "outbound_calls": true,
        "call_only_if_registered_agents": false,
        "is_disposition_mandatory": true,
        "auto_answer": false,
        "skills_routing": false,
        "disable_call_rating": false,
        "call_screen_recording": true,
        "ai_assist": false,
        "extensions": [
        {
                "extension": "7774",
                "prepend": "",
                "emergency_mode": true
        }
        ],
        "dids": [
        {
                "did": "+14157775514",
                "prepend": "1234",
                "emergency_mode": true
        }
```

```
        ],
        "agents": [
            {
                "type": "user",
                "id": "dfab252f92f42db4fd4304fd390cf6db",
                "delay": 0,
                "timeout": 20
            }
        ],
        "pre_connect": [
            {
                "type": "every",
                "action": "play_file",
                "media_id": "f023cd3d942d305cedb97466c0291baf",
                "time": 12
            }
        ],
        "crm": {
        "enabled": false,
        "url": "https://crm.company.com/crm/crm"
        },
        "csat": {
        "callflow": "",
        "direction": "",
        "note": ""
        },
        "after_call_actions_list": [
            {
                "api_request": {
                "enabled": true,
                "url": "https://api.test.com?\ncall_id={CALL_ID}",
                "method": "PUT",
                "label": "test request"
                }
            }
        ],
        "misconfigured_agents": 0
        }
    ]
```

| 400 | The information sent is invalid. |
| 500 | Error due to an internal issue. |

Login/Logout user from queue

Request	
endpoint	`https://{domain}:9443/api/v2/callcenter/admin/agent/{user_id}/{login/logout}?queueID={queue_id}`
verb	`PUT`
header	X-Account-ID: `{account_id}`
header	Authorization: "Bearer **{access_token_value}**"

Response	
Code	**Description**
204	Agent queue status has been updated successfully.
400	Agent queue status couldn't be updated. The information sent is invalid.
500	Agent queue status couldn't be updated due to an internal issue.

Get queues status

Request	
endpoint	`https://{domain}:9443/api/v2/callcenter/queues/status`
verb	`GET`
header	X-Account-ID: `{account_id}`
header	Authorization: "Bearer **{access_token_value}**"

Response	
Code	**Description**
200	Response body:

```
{
  "id": "string",
  "name": "string",
  "max_time_caller_in_queue": 0,
  "strategy": "string",
  "agents": [
    {
      "id": "string",
      "name": "string",
      "extension": "string",
      "delay": 0,
      "timeout": 0,
      "logged_in": true,
      "status": "string",
      "registered": true,
      "conference": {
        "id": "string",
        "answered": true,
        "participants": 0,
        "duration": 0,
        "agent": {
          "hear": true,
          "speak": true,
          "duration": 0
        },
        "caller": {
          "name": "string",
          "number": "string",
          "hear": true,
          "speak": true,
          "duration": 0
        }
      }
    }
  ],
  "total_agents": 0,
  "logged_in_agents": 0,
  "logged_out_agents": 0
}
```

400	The information sent is invalid.
500	Error due to an internal issue.

Get queues calls

Request	
endpoint	`https://{domain}:9443/api/v2/callcenter/queues/calls`
verb	`GET`
header	X-Account-ID: `{account_id}`
header	Authorization: "Bearer **{access_token_value}**"

Response	
Code	**Description**

200	<pre>[
	  {
	    "name": "string",
	    "answered": true,
	    "participants": 0,
	    "duration": 0,
	    "agent": {
	      "id": "string",
	      "agent_name": "string",
	      "ext": 0,
	      "hear": true,
	      "speak": true,
	      "duration": 0
	    },
	    "caller": {
	      "name": "string",
	      "number": "string",
	      "hear": true,
	      "speak": true,
	      "duration": 0
	    }
	  }
	]</pre>

400	The information sent is invalid.

500	Error due to an internal issue.

Get CDRs for all queues

Request	
endpoint	`https://{domain}:9443/api/v2/reports/callcenter/queues?starDate=1652977920&endDate=1652978220220`
verb	`GET`
query param	`startDate: lower time limit in Unix timestamp`
query param	`endDate: upper time limit in Unix timestamp`
header	X-Account-ID: `{account_id}`
header	Authorization: "Bearer **{access_token_value}**"

Response	
Code	**Description**
200	<pre>{
"data": [
{
"callid": "2ac2b849-803e-4b42-9611-d0f4a8716544",
"queue_name": "fb-lead-capture-group-1",
"state": 1,
"called_time": 1753765616.1264646,
"hangup_time": 1753765683.419,
"conf_id": "fonouc_queue_app_fb-lead-capture-group-1_5BVRZM",
"queue_history": [
{
"queue_name": "fb-lead-capture-group-1",
"ts": 1753765616.1264675
}
],
"agent_history": [
{
"uuid": "",
"endpoint": "69c4c0823880aefbcd0080c9b5df3aec",</pre>

```
            "device_endpoints": null,
            "type": "user",
            "event": "dial",
            "timeout": 20,
            "delay": 0,
            "status": "idle",
            "ext": "902",
            "last_attempt": 1753765618.3056064,
            "connected": false,
            "queue_name": "fb-lead-capture-group-1",
            "total_talk_time": 0,
            "first_name": "Ashan",
            "last_name": "Kodagoda",
            "email": "ashan@cybergate.lk"
        },
        .....
        {
            "uuid": "",
            "endpoint": "69c4c0823880aefbcd0080c9b5df3aec",
            "device_endpoints": null,
            "type": "user",
            "event": "dial",
            "timeout": 20,
            "delay": 0,
            "status": "idle",
            "ext": "902",
            "last_attempt": 1753765657.432645,
            "connected": false,
            "queue_name": "fb-lead-capture-group-1",
            "total_talk_time": 0,
            "first_name": "Ashan",
            "last_name": "Kodagoda",
            "email": "ashan@cybergate.lk"
        },
        {
            "uuid": "",
            "endpoint": "69c4c0823880aefbcd0080c9b5df3aec",
            "device_endpoints": null,
            "type": "user",
            "event": "dial",
            "timeout": 20,
            "delay": 0,
            "status": "idle",
            "ext": "902",
            "last_attempt": 1753765663.826994,
            "connected": false,
            "queue_name": "fb-lead-capture-group-1",
            "total_talk_time": 0,
            "first_name": "Ashan",
            "last_name": "Kodagoda",
```

```
                                    "email": "ashan@cybergate.lk"
                                },
                                {
                                    "uuid": "",
                                    "endpoint": "",
                                    "device_endpoints": null,
                                    "type": "transfer",
                                    "event": "transfer",
                                    "timeout": 0,
                                    "delay": 0,
                                    "status": "",
                                    "ext": "9687",
                                    "last_attempt": 1753765682.4812522,
                                    "connected": false,
                                    "queue_name": "fb-lead-capture-group-1",
                                    "total_talk_time": 0,
                                    "first_name": "",
                                    "last_name": "",
                                    "email": ""
                                }
                            ],
                            "disposition": "ANSWER",
                            "agent_disposition": "",
                            "caller_id_number": "9411234567",
                            "caller_id_name": "\"9411234567\"",
                            "timestamp": 1753765602,
                            "transferred_on_digit": false,
                            "billing_seconds": "68",
                            "media_recording_id": "202507-Qhz4CUipdRrl1FyBgqMr",
                            "recording_filename": "2ac2b849-803e-4b42-9611-
                    d0f4a8716544_OKDX.mp3",
                            "callee_id_number": "071234567",
                            "interaction_id": "63920984802-a44fd05f",
                            "has_screen_recording": false,
                            "agent_answered_name": " ",
                            "agent_answered_ext": "9687"
                        },
                      …..

                    ],
                    "next_start_key": "",
                    "page_size": 34
                }
```

400	The information sent is invalid.
500	Error due to an internal issue.