

Exotel Client SDK – Subscriber Management API Guide

This guide explains how to manage subscribers (end-users or agents) in your application using Exotel's Client SDK. These APIs let you create, update, fetch, and delete subscriber accounts that are used for WebRTC/VoIP calling.

Base URL: `https://api.exotel.com/v2/accounts/{accountSid}`

Auth: Basic Auth with `AccountSid:Token`

1. Create Subscribers

Create one or more subscribers in a single request (up to **25 subscribers** at a time).

Endpoint:

`POST /subscribers`

Request Body Example:

```
{
  "subscribers": [
    {
      "user_name": "alice",
      "password": "*****",
      "email": "alice@example.com"
    },
    {
      "user_name": "bob",
      "password": "*****",
      "email": "bob@example.com"
    }
  ]
}
```

Exotel confidential information

Registered Address - Exotel Techcom Private Limited, Maruthi Infotech Center - Tower A, 540, 100 Feet Rd, Krishna Reddy Layout, Amarjyoti Layout, Domlur, Bengaluru, Karnataka 560071
CIN: U72900KA2011PTC059065

Response Example:

```
{
  "request_id": "22c70a0c46414af9b7136491c31f95a6",
  "method": "POST",
  "http_code": 200,
  "metadata": {
    "total": 2,
    "success": 2
  },
  "response": [
    {
      "code": 200,
      "status": "success",
      "data": {
        "user_name": "alice",
        "date_created": "2023-06-05T09:32:49Z",
        "date_updated": "2023-06-05T09:32:49Z",
        "email": "alice@example.com",
        "domain": "<accountSid>.voip.exotel.com",
        "status": "inactive",
        "display_name": null,
        "dc_id": null
      }
    },
    {
      "code": 200,
      "status": "success",
      "data": {
        "user_name": "bob",
        "date_created": "2023-06-05T09:32:49Z",
        "date_updated": "2023-06-05T09:32:49Z",
        "email": "bob@example.com",
        "domain": "<accountSid>.voip.exotel.com",
        "status": "inactive",
        "display_name": null,
        "dc_id": null
      }
    }
  ]
}
```

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```
}  
  }  
]  
}
```

2. Get Subscriber Details

Fetch details of subscribers by username or list with pagination.

Endpoint:

`GET /subscribers`

Query Parameters:

- `user_name` (optional, comma separated)
- `offset` (default 0)
- `page_size` (default 250, max 250)

Sample Request:

`GET /subscribers?user_name=alice,bob&offset=0&page_size=250`

Response Example:

```
{  
  "request_id": "f293bfb68b6e4a74a0f3bab31946c59b",  
  "method": "GET",  
  "http_code": 200,  
  "metadata": {  
    "page_size": 250,  
  }  
}
```

```

        "first_page_uri":
"/v2/accounts/<accountSid>/subscribers?offset=0&page_size=2
50&user_name=alice,bob",
        "prev_page_uri": null,
        "next_page_uri": null
    },
    "response": [
        {
            "code": 200,
            "status": "success",
            "data": {
                "user_name": "alice",
                "date_created": "2023-06-05T09:32:49Z",
                "date_updated": "2023-06-05T09:32:49Z",
                "email": "alice@example.com",
                "domain": "<accountSid>.voip.exotel.com",
                "status": "inactive",
                "display_name": null,
                "dc_id": null
            }
        },
        {
            "code": 200,
            "status": "success",
            "data": {
                "user_name": "bob",
                "date_created": "2023-06-05T09:32:49Z",
                "date_updated": "2023-06-05T09:32:49Z",
                "email": "bob@example.com",
                "domain": "<accountSid>.voip.exotel.com",
                "status": "inactive",
                "display_name": null,
                "dc_id": null
            }
        }
    ]
}

```

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3. Update Subscriber

Update details for a single subscriber.

Endpoint:

```
PUT /subscribers/{user_name}
```

Request Body Example:

```
{
  "password": "NewStrongPass@123",
  "email": "alice.updated@example.com"
}
```

Response Example:

```
{
  "request_id": "e6b64e1460ac467a9680a8967ba4b4eb",
  "method": "PUT",
  "http_code": 200,
  "response": {
    "code": 200,
    "status": "success",
    "data": {
      "user_name": "alice",
      "date_created": "2023-06-05T09:32:49Z",
      "date_updated": "2023-06-05T09:55:10Z",
      "email": "alice.updated@example.com",
      "domain": "<accountSid>.voip.exotel.com",
      "status": "inactive",
      "display_name": null,
      "dc_id": null
    }
  }
}
```

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4. Delete Subscribers

Delete up to **50 subscribers** in a single request.

Endpoint:

```
DELETE /subscribers?user_name=alice,bob
```

Response Example:

```
{
  "request_id": "7c004e095c8e4ae5b32e2244a7a1fef8",
  "method": "DELETE",
  "http_code": 200,
  "metadata": {
    "total": 2,
    "success": 2
  },
  "response": [
    {
      "code": 200,
      "status": "success",
      "data": {
        "user_name": "alice",
        "date_created": "2023-06-05T09:32:49Z",
        "date_updated": "2023-06-05T09:32:49Z",
        "email": "alice@example.com",
        "domain": "<accountSid>.voip.exotel.com",
        "status": "inactive",
        "display_name": null,
        "dc_id": null
      }
    },
    {
      "code": 200,
      "status": "success",
```

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```
    "data": {
      "user_name": "bob",
      "date_created": "2023-06-05T09:32:49Z",
      "date_updated": "2023-06-05T09:55:10Z",
      "email": "bob@example.com",
      "domain": "<accountSid>.voip.exotel.com",
      "status": "inactive",
      "display_name": null,
      "dc_id": null
    }
  }
]
```

Additional Notes

- Subscribers are required for **WebRTC SDK login & registration**.
- Default subscriber status is **inactive** until first SDK registration.
- Bulk limits: **25 on create, 50 on delete**.
- Use strong passwords and rotate them periodically.
- Subscriber domain always follows:

<accountSid>.voip.exotel.com