PBXware API

Bicom Systems – May 2025

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Abstract

This document can be used as a reference guide when using PBXware API. It's purpose is to help developers write 3rd party software to interact with PBXware.

Protocol

PBXware API works by sending and receiving either *POST* or *GET* requests via HTTP (http://en.wikipedia.org/wiki/HTTP) protocol.

Authentication

For authentication purposes an unique *API key* is used.

API key, by default, is not set. You can set one in *Admin Settings*: *API key*. Minimum key size is **10** random characters. One can also generate random key in the interface itself.

> ## Important
>
> You must make sure *API key* is kept secret as it expose rather critical functionalities to 3rd parties (e.g. Delete functionality).

Requests

Both the *API key* and all other necessary arguments are sent as part of *HTTP GET* or *HTTP POST* request. Sample request follows:

```
GET /?apikey=my.secret.apikey&action=pbxware.did.list HTTP/1.0
Host: pbxware.local
User-Agent: Mozilla/5.0
```

Responses

Response from above sample request, by default, comes in <u>JSON (http://www.json.org/)</u> format. Clicking on the *JSON URL* will give you more information on *JSON* and how to use it as part of your application.

One can customize response by sending `apiformat` argument as part of the request.

Example response (in *JSON* format):

```json
{
    "7": {
        "number": "12345",
        "number2": "",
        "server": "7",
        "trunk": "6099",
        "type": "Extension",
        "ext": "530",
        "status": "enabled"
    },
    "8": {
        "number": "12346",
        "number2": "",
        "server": "7",
        "trunk": "6099",
        "type": "Extension",
        "ext": "100",
        "status": "enabled"
    }
}
```

Supported response formats

Following response formats are supported by the PBXware API:

Response formats

`json`
    JSON

`php`

PHP (serialized)

Testing

To test API, you can use some of the CLI tools such as:

- curl (http://curl.haxx.se)
- httpie (https://github.com/jkbr/httpie)
- curlish (http://packages.python.org/curlish/)

Example for httpie:

```
http -b "http://pbx.local/?apikey=my.secret.key&action=pbxware.ext.list"
```

Handling errors

In case response message contains `error` key, all further operations **must** be aborted on the application side. Example:

```
{
    "error": "Invalid API key."
}
```

API Actions

The main argument that controls the API is the `action` argument. Action argument consists of three parts separated by dots: `application.object.method`

Application in this case will always default to `pbxware`.

Action objects

The following PBXware objects can be controlled with the API:

Objects

`dashboard`

[Dashboard](#)

`ext`

[Extensions](#)

`trunk`

[Trunks](#)

`sms`

[SMS](#)

`did`

[DIDs](#)

`didgroup`

[DID Groups](#)

`ivr`

[IVRs](#)

`ring_group`

[Ring Groups](#)

`erg`

[Enhanced Ring Groups](#)

`cdr`

[CDRs](#)

`archiving`

[Archiving](#)

`route`

Routes

`otimes`

Operation Times

`package`

Tenant Packages

`tenant`

Tenants

`server`

Servers

`splan`

Service Plans

`destination`

Destinations

`uads`

UADs

`apps`

Apps

`license`

License

`monitor`

Monitor

`department`

Departments

`recording`

> [Call Recording](#)

`paging_group`

> [Paging Groups](#)

Dashboard

Supported Methods

ext_online

> Display number of Extensions Online

services

> Display PBXware services

sip_registrations

> Display information for SIP registration

calls

> Calls Overview

glocom_editions

> Display information on apps registered to PBXware and the editions

glocom_users

> Display number of logged GloCOM users

licensing

> Display the percentage usage information of PBXware license

disk_usage

> Display information on current PBXware hard disk usage

cpu

Display information on CPU usage on the PBXware server

memory

Display information on PBXware memory usage

Extensions Online

Show number of Extensions Online per tenant/server

Arguments

`server`

Filter extensions by tenant/server

Response fields

`type`

Extensions Online

`count`

Count

Response

```
{
        "type": "Extensions Online",
        "count": 1,
}
```

Services

Show PBXware services

Response fields

`PBXware`

Status of main PBXware service

`PBXware services`

Status of PBXware services

`PBXware proxy`

Status of PBXware proxy

`Push notification`

Status of Push notification

`Chat server`

Status of Chat server

`Memcached`

Status of Memcached

Response

```
{
        "PBXware": "running",
        "PBXware service": "running",
        "PBXware proxy": "running",
        "Push notification": "running",
        "Chat server": "running",
        "Memcached": "running"
}
```

SIP Registrations

Show information of SIP registrations

Arguments

`server`

Filter extensions by tenant/server

Response fields

`registered`

    Number of successful SIP registrations

`failed`

    Number of failed SIP registrations

`lagged`

    Number of SIP registrations in the lagged state

Response

```
{
 "SIP Registrations": {
               "success": 4,
               "failed": 0,
               "lagged": 0
     }
 }
```

Calls Overview

Calls Overview

Arguments

`server`

    Filter extensions by tenant/server

Response fields

`now`

    A number of current calls

`last hour`

    A number of calls in past hours

`today`

    A number of calls for a current day

`answered calls`

    A number of answered calls displayed

Response

```
{
        "now": 0,
        "last hour": 6,
        "today": 6,
        "answered calls": 6
}
```

GloCOM Editions

Display information on apps registered to PBXware and the editions

Arguments

`server`

    Filter extensions by tenant/server

Response fields

`office`

    A number of office edition

`business`

    A number of business edition

`agent`

    A number of agent edition

`supervisor`

    A number of supervisor edition

`ios`

    A number of IOS edition

`android`

    A number of android edition

Response

```
{
        "office": 0,
        "business": 0,
        "agent": 0,
        "supervisor": 0,
        "ios": 0,
        "android": 0
}
```

GloCOM Users

Display number of logged GloCOM users

Arguments

`server`

    Filter extensions by tenant/server

Response fields

`glocom_users`

A number of logged gloCOM users

Response

```
{
    "glocom_users": 0
}
```

Licensing

Display the percentage usage information of PBXware license for Extensions, IVRs, Queues, and Conferences

Arguments

`server`

    Filter extensions by tenant/server

Response fields

`ext`

    Display percentage usage for Extensions

`ivr`

    Display percentage usage for IVRs

`queue`

    Display percentage usage for Queues

`conference`

    Display percentage usage for Conferences

Response

```
{
    "ext": {
        "inuse": 14,
        "max": 100
    },
    "ivr": {
        "inuse": 0,
        "max": 200
    },
    "queue": {
        "inuse": 0,
        "max": 200
    },
    "conference": {
        "inuse": 1,
        "max": 200
    }
}
```

Disk usage

Display information on current PBXware hard disk usage

Response fields

`inuse`
   Display percentage for Disk usage

Response

```
{
    "inuse": "45%"
}
```

CPU

Display information on CPU usage on the PBXware server

Response fields

`inuse`
 Display percentage for CPU usage

Response

```
{
    "inuse": "7%"
}
```

Memory

Display information on PBXware memory usage

Response fields

`inuse`
 Display percentage for Memory usage

Response

```
{
    "inuse": "34%"
}
```

Extensions

Supported Methods

list

    List Extensions

configuration

    Configuration of specific extension

add

    Add Extension

edit

    Edit Extension

delete

    Delete Extension

balance

    Credit/Debit Balance

billing

    Extension Billing (deprecated and will be soon replaced with call_rating)

billing_info

    Extension Billing Info (deprecated and will be soon replaced with call_rating_info)

call_rating

Extension Call Rating

call_rating_info

Extension Call Rating Info

sms_rating_info

Extension SMS Rating Info

slaves

Returns all slaves extension for supplied master extension

billing_history

Billing History (deprecated and will be soon replaced with call_rating_history)

call_rating_history

Call Rating History

es

Extension Enhanced Services

es.states

Extension Enhanced Services States

reset_inclusive_minutes

Reset Inclusive Minutes

reset_inclusive_messages

Reset Inclusive Messages

voicemail.delete

Delete Extension Voicemails

additional_macs

Additional MAC Addresses

editions_modules
> Editions & Modules

Listing Extensions

Arguments

`server`
> Filter extensions by tenant/server

Response will consist of an array of extensions with array key being the Extension ID.

Response fields

`name`
> Extension Name

`email`
> E-mail

`protocol`
> Protocol

`ext`
> Extension

`location`
> Location (Either *local* or *remote*)

`ua_id`
> User-Agent ID

`ua_name`
> User-Agent codename

`ua_fullname`

User-Agent *human-friendly* name

`status`

Either *enabled* or *disabled*

`macaddress`

MAC Address

`sn`

Serial Number

`linenum`

Line Number

`user_location`

User Location

`department`

IDs of Extension Departments

Response

```json
{
    "1": {
        "name": "User 530",
        "email": "name@provider.com",
        "protocol": "sip",
        "ext": "530",
        "location": "local",
        "ua_id": "50",
        "ua_name": "generic_sip",
        "ua_fullname": "Generic SIP",
        "status": "enabled",
        "macaddress": "",
        "sn": "",
        "linenum": "10",
        "user_location": "Location",
        "department": "4,6"
    },
    "53": {
        "name": "User 100",
        "email": "name1@provider.com",
        "protocol": "iax",
        "ext": "100",
        "location": "local",
        "ua_id": "52",
        "ua_name": "custom_generic_iax",
        "ua_fullname": "Generic IAX",
        "status": "enabled",
        "macaddress": "123456789abc",
```

```
                "sn": "123ab789cdef",
        "linenum": "15",
                "user_location": "Location"
                "department": "1"
    }
  }
```

Extension Configuration

Arguments

`server`
 Server/Tenant ID (*Required*)

`id`
 ID of an extension (*Required*)

`ext`
 Extension Number

- **Note**: You cannot supply `id` and `ext` at the same time!

Response fields

`name`
 Extension Name

`email`
 E-mail

`pin`
 PIN number

`protocol`
 Protocol

`ext`

> Extension

`location`

> Location (either *local* or *remote*)

`user_language`

> Language

`ua_id`

> User-Agent ID

`ua_name`

> User-Agent codename

`ua_fullname`

> User-Agent *human-friendly* name

`status`

> Either *enabled* or *disabled*

`smuser`

> Whether extension is linked to Sitemanager User or not

`service_plan`

> Service plan

`options`

> Array of configuration options

`additional_macaddress`

> Array of additional MAC Addresses

`options_raw` **(deprecated and will be removed and replaced with ua_autoprov soon)**

> UAD Auto Provisioning Template

`ua_autoprov`

UAD Auto Provisioning Template

`additional_config`

Configuration written in *Additional Configuration* field

`uad_sipheaders`

Check for UAD SIP Headers

Response

```json
{
    "1": {
        "name": "User 530",
        "pin": "1234",
        "protocol": "sip",
        "ext": "530",
        "location": "local",
        "user_language": "en",
        "ua_id": "50",
        "ua_name": "generic_sip",
        "ua_fullname": "Generic SIP",
        "status": "enabled",
        "linenum": "10",
        "smuser": "0",
        "options": {
            "type": "friend",
            "dtmfmode": "rfc2833",
            "context": "t-344",
            "canreinvite": "0",
            "qualify": "8000",
            "host": "dynamic",
            "cid_enable": "yes",
            "callerid": "User 530 <530>",
            "voicemail": "1",
            "incominglimit": "1",
            "outgoinglimit": "2",
            "username": "344530",
            "secret": "530",
```

```
                "disallow": "all",
                "allow": [
                    "ulaw",
                    "alaw"
                ],
                "recordcalls": "0",
                "mac": "",
                "autoprovisiong": "0",
                "ringtime": "32",
                "incoming_dialoptions": "tr",
                "page_header": "6",
                "vmailsend": "1",
                "vmailattach": "0",
                "vmaildelete": "0",
                "uad_sipheaders": "x-TN-Mobility,P-Early-Media"
            },
            "options_raw": "",
            "ua_autoprov": "",
            "additional_macaddress": "",
            "additional_config": ""
        }
    }
```

Adding Extensions

Arguments

`server`

Tenant/Server ID (*Required*)

`title`

Title

`name`

Full Name (*Required*)

`email`

E-mail (*Required*)

`ext`

Extension

`location`

Location (Local=1, Remote=2) (*Required*)

`ua`

User Agent Device ID (number only) (*Required*)

`uad_sipheaders`

Check for UAD SIP Headers

`label`

Label

`user_location`

Location

`user_language`

Language

`status`

Status (Active=1, Not Active=0) (*Required*)

`authname`

Authname

`auth`

> Auth

`pin`

> PIN (*Required*)

`incominglimit`

> Incoming limit (*Required*)

`outgoinglimit`

> Outgoing limit (*Required*)

`voicemail`

> Voicemail (Yes=1, No=0) (*Required*)

`prot`

> Protocol (SIP and IAX only!) (*Required*)

`secret`

> Password (*Required*)

`password`

> User Password

`sso_enabled`

> Single Sign-On enabled (Yes=1, No=0)

`billing` **(deprecated and will be soon replaced with call_rating)**

> Billing (Yes=1, No=0)

`call_rating`

> Call Rating (Yes=1, No=0)

`sms_rating`

> SMS Rating (Yes=1, No=0)

`creditlimit`

Credit limit (number, 12 digits max, required if Billing/Call_Rating=1)

`reminderbalance`

Reminder balance (number, 5 digits max, required if Billing/Call_Rating=1)

`service_plan`

Service Plan ID (required if Billing/Call_Rating=1)

`nat`

NAT (Yes=1, No=0, Never=2)

`canreinvite`

SIP Re-INVITE support (Yes=1, No=0)

`qualify`

Qualify (4 digits max)

`ringtime`

Ring time seconds (2 digits max)

`incoming_dialoptions`

Incoming Dial Options

`outgoing_dialoptions`

Outgoing Dial Options

`autoprovisiong`

Auto provisioning (Yes=1, No=0)

`dhcp`

DHCP (Yes=1, No=0)

`staticip`

Provisioning Static IP address

`netmask`

> Provisioning netmask

`gateway`

> Provisioning gateway

`dns1`

> Provisioning DNS 1

`dns2`

> Provisioning DNS 2

`macaddress`

> User Agent device MAC address

`sn`

> User Agent device Serial Number

`voicemail_timezone`

> Voicemail timezone (Germany, USA...)

`vm_greeting_message`

> Voicemail Greeting Message (Unavailable=0, Busy=1, None=2)

`setcallerid`

> Set CallerID (Yes=1, No=0)

`acodecs`

> Allowed codecs separated with :: ulaw:alaw:g723.1:g726:g729:gsm:ilbc:speex:lpc10:h261:h263:h263p

`page_custom`

> Custom page header (text)
>
> - If Custom SIP Header is not set, header is automatically detected via User-Agent.

`recordcalls`

Record calls (Yes=1, No=0)

`recordsilent`

Silent recording (Yes=1, No=0)

`vmailsend`

Send E-mail (hints) (Yes=1, No=0)

`vmailattach`

Attach (hints) (Yes=1, No=0)

`vmaildelete`

Delete After E-mailing (hints) (Yes=1, No=0)

`acc_slave`

Slave (hints) (Yes=1, No=0)

`slave_accountcode`

Master Account Code

`send_email`

Send E-mail with account details (Yes=1, No=0)

`service_plan_date`

Service Plan Date (dd-mm-YYYY)

`limitenable`

Enable Limits (Yes=1, No=0)

`limittype`

Limit Type (Daily, Monthly)

`softlimit`

Soft Limit (number, 5 digits max)

`hardlimit`

Hard Limit (number, 5 digits max)

`rating_info_osc`

Show call rating info in OSC (Yes=1, No=0)

`notification_email`

Notification E-mail

`cf_billing_disable` **(deprecated and will be soon replaced with cf_call_rating_disable)**

Disable Billing for Call Forwarding

`cf_call_rating_disable`

Disable Call Rating for Call Forwarding

`webrtc`

WebRTC Enabled

`defaultip`

Default IP

`max_contacts`

Max Contacts

`encryption`

Encryption (yes,offer)

`directrtpsetup`

Direct RTP setup

`callingpres`

CallerID Presentation

`cid_anon`

Hide CallerID for Anonymous calls

`ringtoneforlocalcalls`

Ringtone for Local calls

`ringtonefortransferredcalls`

Ringtone for Transferred calls

`cidmatchdid`

Only Allow Trunk CallerID within DID range

`dropanonymous`

Drop Anonymous calls

`trustrpid`

Trust Remote-Party-ID

`sendrpid`

Send Remote-Party-ID

`trust_id_outbound`

Send Caller ID in RPID for Anonymous calls

`rpid_connectedline`

Connected Line Updates

`rpid_update`

RPID with SIP UPDATE

`pai_header`

Send PAI header

`callgroup`

Call Group

`pickupgroup`

Pickup Group

`primary_trunk`

Primary Trunk

`secondary_trunk`

Secondary Trunk

`tertiary_trunk`

Tertiary Trunk

`primary_emerg_trunk`

Primary Emergency Trunk

`secondary_emerg_trunk`

Secondary Emergency Trunk

`tertiary_emerg_trunk`

Tertiary Emergency Trunk

`busylevel`

Busy level

`limit_notify_play_sound`

Play sound on exceeded limit

`limit_notify_send_email`

Send e-mail on exceeded limit

`busyvoicemail`

Greeting-Mode

`mailboxes`

MWI extensions (comma separated)

`vmailpager`

Pager e-mail

`vmailskipinst`

Skip Instructions

`vmailskippin`

Skip PIN Prompt

`vmailsaycid`

Say CallerID

`vmailreview`

Allow Review mode

`vmailoperator`

Allow Operator

`vmailenvelope`

Play Envelope message

`vmailhidefromdir`

Hide from directory

`videosupport`

Video Support

`autoframing`

Auto-Framing (RTP Packetization)

`vmaildelay`

Voicemail Delay

`vmailopext`

Operator Extension

`vmailnrings`

Rings to answer

`force_codec`

Force codec on outbound trunk channel (ulaw, alaw, g722, opus, g723.1, g726, g726aal2, g729, gsm, ilbc, speex, speex16, speex32)

`hd_logout_time`

Automatic Logout (Hot Desking)

`record_beep_ext`

Play Periodic Beep

`pbd_pin`

Pin Based Dialing Pin (Must be enabled in license)

`areacode`

Area Code

`busylevel_incoming`

Apply Busy Level for Incoming Calls (Yes=1, No=0)

`jbimpl`

Jitter Buffer (inherit, disabled, fixed, adaptive)

`jbmaxsize`

Max length (ms)

`jbresyncthreshold`

Re-sync threshold

`jbtargetextra`

Target extra

`show_in_dir`

Show In Directory (Yes=1, No=0)

`show_in_app`

Show in Desktop/Mobile App (Yes=1, No=0)

`disable_fax_for_app`

Disable FAX for App (Yes=1, No=0)

`disable_my_dialer_for_app`

Disable Personal Dialer for App (Yes=1, No=0)

`app_default_client_phone`

App Default Client Phone

`app_hide_meeting_icon`

Hide App Meeting Icon (Yes=1, No=0)

`max_connected_apps`

Max Connected Apps

`ms_teams_presence_sync`

Enable MS Teams Presence Sync

`additional_config`

Additional config

`ua_autoprov`

UAD Auto Provisioning Template

`department`

Department

`override_lcr`

Override LCR

`dtmfmode`

DTMF Mode (auto, inband, rfc2833, info)

Successful response

```
{
        "success": "Extension ID: 10",
        "id": "10",
        "ext": 100
}
```

Editing Extensions

Arguments are identical to the ones in Adding Extensions section. All of them are optional, except:

`server`
    Tenant/Server ID

`id`
    Extension ID

Successful response

```
{
        "success": "Extension ID: 10",
        "id": "10",
        "ext": 100
}
```

Deleting Extensions

Arguments

In order to delete an extension, one has to specify:

`id`
    Extension ID

`server`
> Server/Tenant ID

Successful response

```
{
        "success": "Deleted Extension ID 10 successfully."
}
```

Credit/Debit Balance

Arguments

All of these arguments are required:

`id`
> Extension ID

`ext`
> Extension Number

- **Note**: You cannot supply `id` and `ext` at the same time!

`server`
> Server/Tenant ID

`mode`
> Either `credit` or `debit`

`amount`
> Amount to credit/debit onto balance

`notes`
> Notes in regards to this update

`refno`

Reference Number

Successful response

```
{
    "success": "Updated balance for Extension ID '34923' successfully."
}
```

Extensions Billing

Arguments

`server`
> Tenant/Server ID

`id`
> Extension ID

`ext`
> Extension number

- **Note**: You cannot supply `id` and `ext` at the same time!

Response will consist of an array of extension billing data with array key being the Extension ID.

Response fields

`splan`
> Service Plan

`slave`
> Slave

`master_code`
> Master Account Code

`reminder_balance`

Reminder Balance

`credit_limit`

Credit Limit

`splan_date`

Service Plan Date (dd-mm-YYYY)

`limits`

Enable Limits

`limit_type`

Limit Type

`soft_limit`

Soft Limit

`hard_limit`

Hard Limit

`email`

Notification E-mail

Response

```
{
    "1": {
        "splan": "1",
        "slave": "no",
        "master_code": null,
        "reminder_balance": "0.00000",
        "credit_limit": "15.00000",
        "splan_date": "01-09-2009",
        "limits": "yes",
        "limit_type": "Daily",
        "soft_limit": "100",
        "hard_limit": "200",
        "email": "john_doe@dot.com"
    }
}
```

Extensions Billing Info

Arguments

`server`

    Tenant/Server ID

`id`

    Extension ID

`ext`

    Extension number

- **Note**: You cannot supply `id` and `ext` at the same time!

Response will consist of an array of extension billing info data with array key being the Extension ID.

Response fields

`account_balance`
> Account Balance

`available_funds`
> Available Funds

`inclusive_minutes`
> Inclusive Minutes Left

Response

```
{
    "1": {
        "account_balance": "100.00000",
        "available_funds": "15.00000",
        "inclusive_minutes": "No Inclusives spent."
    }
}
```

Extensions SMS Rating Info

Arguments

`server`
> Tenant/Server ID

`id`
> Extension ID

`ext`
> Extension number

- **Note**: You cannot supply `id` and `ext` at the same time!

Response will consist of an array containing 'inclusive_messages_left; field with array key being the Extension ID.

Response fields

`inclusive_messages_left`

    Inclusive Messages Left

Response

```
{
    "1": {
        "inclusive_minutes": "No Inclusives spent."
    }
}
```

Extension Slaves

Arguments

`server`

    Tenant/Server ID

`id`

    Extension ID

`ext`

    Extension Number

- **Note**: You cannot supply `id` and `ext` at the same time!

Response will consist of an array of extensions info data with array key being the Extension ID.

Response fields are identical to the ones in <u>Listing Extensions</u> section.

Response

```
{
        "1": {
                "name": "User 530",
                "protocol": "sip",
                "ext": "530",
                "location": "local",
                "ua_id": "50",
                "ua_name": "generic_sip",
                "ua_fullname": "Generic SIP",
                "status": "enabled"
        },
        "53": {
                "name": "User 100",
                "protocol": "iax",
                "ext": "100",
                "location": "local",
                "ua_id": "52",
                "ua_name": "custom_generic_iax",
                "ua_fullname": "Generic IAX",
                "status": "enabled"
        }
}
```

Billing History

Arguments

`server`
> Tenant/Server ID

`id`
Extension ID (*Required*)

`ext`
Extension number (*Required*)

- **Note**: You cannot supply `id` and `ext` at the same time!

`start`
Start Date (*Required*)

- Format is: `mmm-dd-YYYY` (eg: `Feb-01-2009`)

`end`
End Date (*Required*)

- Format is: `mmm-dd-YYYY` (eg: `Feb-28-2009`)

`starttime`
Start Time

- Format is: `hh:mm:ss` (eg: `23:59:59`)
- Default value is `00:00:00`

`endtime`
End Time

- Format is: `hh:mm:ss` (eg: `23:59:59`)
- Default value is `00:00:00`

`type`
Type (eg: `credit|debit`)

`refno`
Reference Number

`rrefno`

> Filtering Reference Number using regular expressions

`sum`

> Summarize amount by type (Yes=1, No=0)

`timezone`

> Time Zone to apply when searching history

- Ex: "America/New_York"

Response will consist of an array data.

Response (sum=0)

```
[
        {
                "entry_date": "2010-01-18",
                "refno": "111",
                "notes": "test billing update",
                "amount": "-5",
                "type": "debit"
        },
        {
                "entry_date": "2009-09-29",
                "refno": "111",
                "notes": "test billing update",
                "amount": "5",
                "type": "credit"
        }
]
```

Response (sum=1)

```
[
        {
                "sum_credit": "352.96000",
                "sum_debit": "-53.00000"
        }
]
```

Extension Enhanced Services

Arguments

In order to access any extension enhanced service, one has to specify:

`id`
    Extension ID

`server`
    Server/Tenant ID

Supported methods are actually enhanced services described in the list below.

List of methods representing enhanced services:

`callerid`
    Caller ID

`callfilters`
    Call Filters & Blocking

`callscreening`
    Call Screening

`dnd`

Do Not Disturb

`callpickup`

Call Pickup

`lastcaller`

Last Caller

`callfwd`

Call Forwarding

`followme`

Follow Me

`instrecord`

Instant Recording

`remoteaccess`

Remote Access

`phonecallback`

Phone Callback

`grouphunt`

Group Hunt

`mobilenumbers`

Mobile Numbers

`sppage`

Speakerphone Page

`blflist`

BLF List

`speeddial`

> Speed Dial

`delrecordings`

> Delete Recordings

`listenrecordings`

> Listen to Recordings

`operationtimes`

> System Operation Times

`extoperationtimes`

> Extension Operation Times

`callmonitoring`

> Call Monitoring

`wakeupcall`

> Wake-up Call

`opwakeupcall`

> Operator Wake-up Call

`sppagegroups`

> Speakerphone Page Groups

`smsnotifications`

> SMS Notifications

Each of these services supports at least the following methods:

`set`

> Requires `state` argument. Sets the state based on the `state` argument to `yes` , `no` or `pin` .

Successful response

```
{
        "success": "11: 2.",
        "state": "yes"
}
```

`get`

Gets the current state for the enhanced service.

Successful response

```
{
        "state": "yes"
}
```

`set_osc`

Requires `state` argument. Sets the state of OSC based on the `state` argument to `yes` or `no`.

Successful response

```
{
        "success": "11: 0.",
        "state": "no"
}
```

`get_osc`

Gets the current state of OSC for the enhanced service.

```
{
    "state": "no"
}
```

Some of the enhanced services are required only to be enabled or disabled. Most of them require additional configuration arguments. Methods for setting and reading configuration arguments for enhanced services are:

`configuration`
    Read configuration attributes of enhanced service

`edit`
    Set configuration arguments for enhanced service.

Following are enhanced services supporting the methods `configuration` and `edit`

Caller ID

configuration

Successful response

```
{
    "callerid":"Mr. Smith"
}
```

`Non tenant mode:`

In non tenant mode caller id can be set per trunk. One successful response may contain callerid:<trunk> name variables.

Successful response

```
{
        "callerid":"6666667",
        "emergency_callerid":"88888888",
        "callerid:TestTrunk":"111",
        "callerid:TestTrunk:privacy":"anonymous",
        "callerid:TestTrunk2":"333",
        "callerid:TestTrunk2:privacy":"anonymous_id",
        "allowed_callerids":{
                "1":{
                        "callerid":"111",
                        "label":"999"
                },
                "2":{
                        "callerid":"222",
                        "label":"888"
                }
        }
}
```

edit

`Arguments`

`callerid`
    Specify caller ID to be set. (*Required*)

`Non tenant mode:`

`trunks`
    Specify list of trunk names separated by colon `:` .

`tcallerids`

    Specify list of caller ids for specified trunks.

`tprivacies`

    Specify list of privacies separated by colon `:` (0 ⇒ *anonymous*, 1 ⇒ *anonymous_id*, 2 ⇒ *anonymous_number*, 3 ⇒ *anonymous_number_id*, 4 ⇒ *none*).

`callerid`

    System / Network CallerID.

`emergencycid`

    Emergency CallerID.

`anums`

    Allowed list of CallerIDs.

`alabels`

    Labels for Allowed list of CallerIDs.

`acodes`

    Short Codes for Allowed list of CallerIDs.

trunks and tcallerids and anums and alabels must match in size or error will be returned.

Call Filters & Blocking

configuration

Successful response

```
{
        "telemarketer":"0",
        "callers":[
                "anonymous",
                "300"
        ],
        "dtypes":[
                "voicemail",
                "busy"
        ],
        "destinations":[
                "123",
                ""
        ]
}
```

edit

`Arguments`

`callers`

List of caller numbers separated with comma `,` . This list must start with `anonymous` value for anonymous callers. (*Required*)

`dtypes`

Destination types list separated with comma `,` . For anonymous callers (the first value in this list), the following values are possible: do_nothing|call forward|privacy manager|always busy|voicemail|not in service|ring tone. For other callers, the following values are possible: call forward number|no answer|busy|voicemail|not in service|ring tone (*Required*)

`destinations`

List of destinations separated with comma `,` . (numbers only) (*Required*)

> `callers`, `dtypes` and `destinations` lists must be same size or error will be returned,
> cause they define list of records required.

Call Screening

configuration

Successful response

```
{
        "timeout":"16",
        "dopts":"tTr",
        "dtype":"",
        "replacecid":"123412341234",
        "preamble":"",
        "greeting":"",
        "pausebeforerec":"1",
        "recordlen":"11",
        "greetingwithname":"1",
        "lastd":"5435345",
        "voicemail":"1",
        "destinations":
        [
                "100",
                "101",
                "102"
        ],
        "delays":
        [
                "16",
                "22",
                "33"
        ],
        "suspends":
        {
                "0":"on",
                "2":"on"
```

```
        }
    }
```

edit

`Arguments`

`destinations`
>   List of destinations separated with comma `,` . (*Required*)

`delays`
>   List of delays separated with comma `,` . (*Required*)

`suspends`
>   List of suspend values (0 or 1) separated with comma `,` . (*Required*)

`recordlen`
>   Max recording length (sec). (*Required*)

`timeout`
>   Timeout in seconds.

`dopts`
>   Dial options (tTr).

`dtypes`
>   Dial type, 0 or 1 (simultaneous or sequential).

`replacecid`
>   Replace Caller ID.

`preamble`
>   Preamble.

`greeting`

> Greeting.

`pausebeforerec`

> Pause before recording (sec).

`recordlen`

> Max recording length (sec).

`greetingwithname`

> Greeting with name.

`lastd`

> Last destination.

`voicemail`

> Last destination is voicemail.

Do Not Disturb

configuration

Successful response

```
{
        "dnd":"0",
        "dst":"123",
        "dsttype":"voicemail",
        "duration":"1"
}
```

edit

`Arguments`

`dnd`

    Set dnd temporary or not active (0, 1 or 2 for Not Active, Temporary and Permanent)

`dst`

    Destination value (numbers only)

`dsttype`

    Destination type `voicemail` or `call forward`

`duration`

    Duration in hours (numbers only)

Call Forwarding

configuration

Successful response

```json
{
        "play":"1",
        "cid":"1",
        "enabled":[
                "unconditional",
                "busy"
        ],
        "destinations":{
                "unconditional":[
                ],
                "busy":[
                        "106",
                        "107"
                ],
                "no answer":[
                        "106",
                        "107"
                ],
                "line unavailable":[
                ]
        },
        "timeouts":{
                "unconditional":[
                ],
                "busy":[
                        "",
                        ""
                ],
```

```
                "no answer":[
                        "10",
                        "10"
                ],
                "line unavailable":[
                ]
        }
}
```

edit

`Arguments`

`enabled`

Comma `,` separated list of enabled call forward conditions, Following values are accepted: unconditional|busy|no answer|line unavailable

`uncond_dests`

Comma `,` separated list of unconditional destinations

`busy_dests`

Comma `,` separated list of busy destinations

`noansw_dests`

Comma `,` separated list of no answer destinations

`unavail_dests`

Comma `,` separated list of unavailable destinations

`uncond_timeouts`

Comma `,` separated list of unconditional timeouts

`busy_timeouts`

Comma `,` separated list of busy timeouts

`noansw_timeouts`

    Comma `,` separated list of no answer timeouts

`unavail_timeouts`

    Comma `,` separated list of unavailable timeouts

`play`

    Play enable disable 1 or 0

`cid`

    Caller ID enable disable 1 or 0

dests, timeouts and dtypes lists must mach in size or error will be returned.

Follow Me

configuration

Successful response

```
{
        "destinations":[
                "106",
                "107",
                "108"
        ],
        "timeouts":[
                "10",
                "10",
                "10"
        ],
        "dopts":"tr",
        "lastd":"102",
        "voicemail":"1",
        "confirm_calls":"1"
    }
```

edit

`Arguments`

`destinations`
Comma separated `,` list of destinations (*Required*)

`timeouts`
Comma separated `,` list of timeouts (*Required*)

`dopts`
Dial options (tTr)

`lastd`

> Last destination

`voicemail`

> Voicemail yes or no (1 or 0)

`confirm_calls`

> Voicemail yes or no (1 or 0)

destinations and timeouts lists must mach in size or error will be returned.

Instant Recording

configuration

Successful response

```
{
        "silent":"0",
        "emailrec":"0"
}
```

edit

`Arguments`

`silent`

> Silent (0,1) (*Required*)

`emailrec`

> E-mail recording (0,1) (*Required*)

Remote Access

configuration

Successful response

```
{
        "callerids": [
                "21345678",
                "11223344",
                "55667788"
        ],
        "pins": [
                "1",
                "0",
                "1"
        ],
        "pid": "3",
        "require_pin": "1",
        "timeout": "12",
        "dial_opts": "rT"
}
```

edit

`Arguments`

`callerids`
Comma separated `,` list of Caller ID's (*Required*)

`pins`
Comma separated `,` list of PIN's - yes or no 1 or 0 (*Required*)

`requirepin`
Require Extension PIN 1 or 0 (*Required*)

`timeout`

Timeout in seconds (*Optional*)

`dopts`

Dial options (tTr) (*Optional*)

Phone Callback

configuration

Successful response

```
{
        "callerids":[
                "12015618445",
                "12015618446"
        ],
        "numbers":[
                "447441907999",
                "447441907888"
        ]
}
```

edit

`Arguments`

`callerids`

Comma separated `,` list of Caller ID's (*Required*)

`numbers`

Comma separated `,` list of numbers (*Required*)

Group Hunt

configuration

Successful response

```
{
        "destinations":[
                "100",
                "101",
                "102",
                "103"
        ],
        "delays":[
                "1",
                "2",
                "3",
                "4"
        ],
        "suspends":[
                "1",
                "0",
                "0",
                "1"
        ],
        "dopts":"tT",
        "lastd":"66666666",
        "timeout":"64",
        "voicemail":"1",
        "confirmcalls":"1"
}
```

edit

Arguments

`destinations`

Comma separated `,` list of destinations (*Required*)

`delays`

Comma separated `,` list of delays (*Required*)

`suspends`

Comma separated `,` list of suspends (*Required*)

`timeout`

Timeout in seconds

`dopts`

Dial options (tTr)

`lastd`

Last destination

`voicemail`

Voicemail 1 or 0

`confirmcalls`

Confirm calls 1 or 0

Mobile Numbers

configuration

Successful response

```
{
        "mobiles":["12015618445","12015618444"],
        "labels":["Number one","Number two"]
}
```

edit

`Arguments`

`mobiles`

  Comma separated `,` list of mobile numbers (*Required*)

`labels`

  Comma separated `,` list of labels (*Required*)

Speakerphone Page

configuration

Successful response

```
{
        "extensions":[
                "106",
                "107",
                "108"
        ]
}
```

edit

`Arguments`

`extensions`

  Comma separated `,` list of extensions

`quiet`

  Quiet mode (1 or 0)

BLF List

configuration

Successful response

```json
{
        "exts":[
                "122",
                "123"
        ],
        "labels":[
                "Test",
                "Test 1"
        ],
        "blfs":[
                1,
                0
        ],
    "blf_start": 1,
    "blf_cleanup": 1,
    "cart_only": 0
    }
```

edit

`Arguments`

`exts`

Comma separated `,` list of extensions

`labels`

> Comma separated `,` list of labels

`blfs`

> Comma separated `,` list of BLFs

`blf_start`

> BLF start (number, 2 digits max)

`blf_cleanup`

> Clear unused (1 or 0)

`cart_only`

> Cart Only (1 or 0)

Speed Dial

configuration

Successful response

```
{
        "codes":[
                "11",
                "22"
        ],
        "names":[
                "test1",
                "test2"
        ],
        "destinations":[
                "106",
                "107"
        ]
}
```

edit

`Arguments`

`codes`
> Comma separated `,` list of codes (*Required*)

`names`
> Comma separated `,` list of names (*Required*)

`destinations`
> Comma separated `,` list of destinations (*Required*)

destinations, names and codes lists must match in size otherwise error will be returned.

Instant Recording

configuration

Successful response

```
{
        "silent":"0"
}
```

edit

`Arguments`

`silent`

  Silent yes or no 1 or 0

Extension Enhanced Services States

Arguments

In order to access the states of extension enhanced services, the following arguments must be specified:

`id`

  Extension ID

`server`

  Server/Tenant ID

Instead of getting or setting the state of each enhanced service individually using the methods described in section <u>Extension Enhanced Services</u>, it is possible to set the states of multiple or all enhanced services at once using the following methods:

`states.set`

  Sets the states of all or selected enhanced services. Possible arguments are the names of enhanced services listed <u>here</u>. Allowed values for these arguments are `yes`, `no` and `pin`. Alternatively, the `all` argument can be used to set the states of all enhanced services to the same value. Allowed values in this case are `yes` and `no`.

Successful response

```
{
    "success": "Updated Enhanced Service states successfully."
}
```

`states.get`

Gets the states of all or selected enhanced services. Requires the `services` argument. Allowed values are *all* or a comma separated list of enhanced services listed here.

Successful response

```json
{
        "callerid": "yes",
        "callpickup": "pin",
        "lastcaller": "pin",
        "extoperationtimes": "no",
        "callfilters": "no",
        "dnd": "no",
        "callscreening": "no",
        "callfwd": "pin",
        "grouphunt": "yes",
        "mobilenumbers": "no",
        "sppage": "pin",
        "sppagegroups": "pin",
        "blflist": "no",
        "speeddial": "no",
        "instrecord": "yes",
        "delrecordings": "no",
        "listenrecordings": "no",
        "remoteaccess": "no",
        "callmonitoring": "no",
        "phonecallback": "pin",
        "operationtimes": "pin",
        "wakeupcall": "no",
        "opwakeupcall": "no",
        "smsnotifications": "no",
        "followme": "no"
}
```

`states.set_osc`

Sets the OSC states of all or selected enhanced services. Possible arguments are the names of enhanced services listed <u>here</u>. Alternatively, the `all` argument can be used to set the OSC states of all enhanced services to the same value. Allowed values for all arguments are `yes` and `no` .

Successful response

```
{
        "success": "Updated Enhanced Service OSC states successfully."
}
```

`states.get_osc`

Gets the OSC states of all or selected enhanced services. Requires the `services` argument. Allowed values are *all* or a comma separated list of enhanced services listed <u>here</u>.

Successful response

```json
{
        "callerid": "yes",
        "callpickup": "no",
        "lastcaller": "yes",
        "extoperationtimes": "no",
        "callfilters": "no",
        "dnd": "no",
        "callscreening": "no",
        "callfwd": "yes",
        "grouphunt": "yes",
        "mobilenumbers": "no",
        "sppage": "no",
        "sppagegroups": "yes",
        "blflist": "no",
        "speeddial": "no",
        "instrecord": "yes",
        "delrecordings": "no",
        "listenrecordings": "no",
        "remoteaccess": "no",
        "callmonitoring": "no",
        "phonecallback": "no",
        "operationtimes": "yes",
        "wakeupcall": "no",
        "opwakeupcall": "no",
        "smsnotifications": "no",
        "followme": "no"
}
```

- **Note**: Permissions for getting and setting the states of specific enhanced services through the `states` methods depend on the permissions specified for each individual enhanced service's methods (which are described in section <u>Extension Enhanced Services</u>).

Reset Inclusive Minutes

Arguments

`server`
> Server/Tenant ID (*Required*)

`id`
> Extension ID (*Required*)

`ext`
> Extension Number

- **Note**: You cannot supply `id` and `ext` at the same time!

Successful response

```
{
    "success": "Inclusive Minutes for Extension ID '5259' have been reset successfully."
}
```

Reset Inclusive Messages

Arguments

`server`
> Server/Tenant ID (*Required*)

`id`
> Extension ID (*Required*)

`ext`
> Extension Number

- **Note**: You cannot supply `id` and `ext` at the same time!

Successful response

```
{
    "success": "Inclusive Messages for Extension ID '5259' have been reset successfully."
}
```

Delete Extension Voicemails

WARNING | This API call will delete ALL voicemails for the given extension!

Arguments

`server`
>   Tenant ID (*Required*)

- If PBXware is not running in Tenant Mode, Tenant ID should be set to 1.

`ext`
>   Extension number (*Required*)

Successful Response

```
{
    "success": "Voicemails for extension 100 deleted successfuly!"
}
```

Additional MAC Addresses

Arguments

`server`
>   Tenant/Server ID (*Required*)

`id`
>   Extension ID (*Required*)

`values`
>   List of MAC Addresses separated with , (*Required*)

`sn`
>   List of Serial Numbers separated with ,

`devices`
>   List of UAD IDs separated with , (*Required*)

`locations`
>   List of Locations separated with , (Local=1, Remote=2) (*Required*)

`device_addresses`
>   List of Device Location IDs separated with ,

Successful response

```
{
    "success": "Extension ID: 57",
    "id": 57
}
```

Editions & Modules

Supported Methods

set
>   Set Editions and Modules

configuration
>   Modules and Editions configuration of specific extension

Setting Editions & Modules

Arguments

`server`
    Tenant/Server ID (*Required*)

`id`
    Extension ID (*Required*)

`editions`
    List of Editions separated with ,. The following values are accepted: all|none|agent|office|business|operator|supervisor|mobile|web

`modules`
    List of Modules separated with ,. The following values are accepted: all|none|crm|call popup|skype|omni channel|customer survey

`use_department_templates`
    Use Department Templates(1 or 0)

Successful response

```
{
    "success": "Extension ID: 57",
    "id": 57
}
```

Editions & Modules Configuration

Arguments

`server`
    Tenant/Server ID (*Required*)

`id`
    Extension ID (*Required*)

Successful response

```json
{
        "id": "53",
        "use_department_templates": "0",
        "editions": {
                "all": 0,
                "office": 1,
                "business": 1,
                "agent": 0,
                "supervisor": 0,
                "mobile": 0
        },
        "modules": {
                "all": 1,
                "crm": 1,
                "call popup": 1,
                "skype": 1
        }
}
```

Trunks

Supported Methods

list

List Trunks

add

Add new Trunk

edit
> Edit existing Trunk

delete
> Delete existing Trunk

configuration
> Trunk Configuration

providers
> List Trunk Providers

Listing Trunks

Arguments

`server`
> Filter trunks by server (does not apply in Tenant Mode)

Response will consist of an array of trunks with array key being the Trunk ID.

Response fields

`name`
> Trunk Name

`protocol`
> Protocol

`provider_id`
> Provider ID

`provider_name`
> Provider Name

`status`

Either *enabled* or *disabled*

Response

```
{
    "6099": {
        "name": "test",
        "protocol": "zaptel",
        "provider_id": "12",
        "provider_name": "Generic Analog",
        "status": "disabled"
    }
}
```

Adding Trunks

Arguments

`server`

    Tenant/Server ID (*Required*)

`name`

    Full Name (*Required*)

`provider_id`

    Provider ID (SIP only) (*Required*)

`type`

    Trunk type (user, friend, peer) (*Required*)

`dtmfmode`

    DTMF mode (auto, inband, rfc2833, info, shortinfo) (*Required*)

`status`

Status (active, not active, suspended) (*Required*)

`qualify`

Qualify

`country`

Country code (*Required*)

`national`

National (*Required*)

`international`

International (*Required*)

`passthru_mode`

Pass-thru mode

`national_leave`

Leave national

`area_code`

Area code

`emerg_trunk`

Emergency trunk (*Required*)

`e164a`

E164 Accepted

`prefix`

Prefix

`prefix_emerg`

Set Prefix for Emergency Calls (yes, no)

`testnum`

    Test number

`host`

    Host (*Required*)

`username`

    Username (*Required*)

`secret`

    Secret (*Required*)

`peer_host`

    Peer host (*Required*)

`peer_username`

    Peer username (*Required*)

`peer_secret`

    Peer secret (*Required*)

`authname`

    Authname

`auth`

    Auth

`register`

    Register

`register_suffix`

    Register suffix

`register_expiration`

    Register expiration time

`insecure`

> Insecure (port|invite|port,invite|very) (*Required*)

`fromuser`

> From user

`fromdomain`

> From domain

`phoneinuri`

> User=phone in URI

`outboundproxy`

> Outbound proxy

`looserouting`

> Loose routing (yes|no|1|0) (*Required*)

`from_ipaddr`

> Incoming IP addresses separated by comma (,)

`transport`

> Transport (udp, tcp, tls)

`encryption`

> Encryption

`direct_media`

> Direct media (no|yes|nonat|update|nonat,update)

`directrtpsetup`

> Direct RTP setup (yes, no)

`defaultip`

> Default IP

`trustrpid`

> Trust RPID

`sendrpid`

> Send RPID

`trust_id_outbound`

> Send Caller ID in RPID for Anonymous calls

`rpid_connectedline`

> Connected Line Updates

`rpid_update`

> RPID with SIP UPDATE

`sendpai`

> Send PAI header

`privacy`

> Specify privacy (none, anonymous, anonymous_id, anonymous_number, anonymous_number_id)

`callerid`

> Caller ID

`dialed_num_minimum_length`

> Dialed number minimum length

`emerg_location_header`

> Emergency Location Header

`allow_es_callerid`

> Allow enhanced services callerid

`incominglimit`

> Incoming limit (*Required*)

`outgoinglimit`

>   Outgoing limit (*Required*)

`email_on_limit`

>   Email on limit

`outgoing_dialoptions`

>   Outgoing dial options

`videosupport`

>   Video support

`autoframing`

>   Autoframing

`codecs`

>   Allowed codecs separated with *,*: ulaw:alaw:g723.1:g726:g729:gsm:ilbc:speex:lpc10:h261:h263:h263p (*Required*)

`codecs_ptime`

>   Ptime (10, 20, 30 ... 300) (*Required*)

Successful response

```
{
    "success": "Trunk ID: 10",
    "id": 10
}
```

Editing Trunks

Arguments are identical to the ones in Adding Trunks section. All of them are optional, except:

`server`

>   Server ID

`id`
   Trunk ID

Successful response

```
{
    "success": "Trunk ID: 10",
    "id": 10
}
```

Deleting Trunks

Arguments

`server`
   Tenant/Server ID (*Required*)

`id`
   Trunk ID (*Required*)

Successful response

```
{
    "success": "Trunk ID: 10",
    "id": 10
}
```

Trunk Configuration

Arguments

`trunkid`
   ID of a trunk (*Required*)

`server`

ID of a tenant (*Required*)

Response fields

`name`

    Extension Name

`provider_id`

    Provider ID

`provider_name`

    Provider Name

`status`

    Either enabled or disabled

`protocol`

    Protocol

`options`

    Array of configuration options

Response

```json
{
    "2316": {
        "name":"TestSIP",
        "provider_id":"19",
        "provider_name":"SIP-Provider",
        "status":"1",
        "protocol":"sip",
        "options": {
            "type":"user",
            "dtmfmode":"rfc2833",
            "context":"TestSIP",
            "transport":"udp",
            "canreinvite":"0",
            "qualify":"0",
            "host":"test",
            "incominglimit":"1",
            "outgoinglimit":"1",
            "username":"TestSip",
            "secret":"test",
            "insecure":"port,invite",
            "allow":["ulaw,10","opus,20"],
            "addconfig_sipheader":"TestHeader: 123",
            "register":"0",
            "register_suffix":"1",
            "register_expiration":"5",
            "country":"135",
            "national":"0",
            "international":"00",
```

```
                "e164a":"0",
                "fromuser":"101",
                "fromdomain":"123",
                "allow_es_callerid":"1",
                "additional_config":"test",
                "prefix":"1",
                "prefix_emerg":"",
                "testnum":"1",
                "callerid":"677",
                "sendpai":"test"
            }
        }
    }
```

Listing Providers

Arguments

`server`

    Listing trunk providers

Response will consist of an array of providers with Name and ID, with array key being Provider Name.

Successful response

```
{
    "Generic Analog": [
        "12",
        "pstn"
    ],
    "Generic T1": [
        "13",
        "pstn"
    ],
    "Generic E1": [
        "14",
        "pstn"
    ],
    "Sangoma": [
        "17",
        "pstn"
    ],
    "Xorcom": [
        "19",
        "pstn"
    ],
    "Generic SIP": [
        "20",
        "voip"
    ]
}
```

SMS

Supported Methods

reports

SMS and Bulk SMS reports

trunks

SMS Trunks management

trunks.tenants

SMS Trunks & Tenants management

send_message

Sending SMS message

SMS and Bulk SMS reports

Supported Methods

list

List SMS

bulk_list

List Bulk SMS

Listing SMS

The response will consist of an array of SMS with an array key being the SMS ID.

Arguments

`start_date`

Start Date (*Required*)

- Format is: `mmm-dd-YYYY` (e.g., `Feb-01-2009`)

`end_date`

End Date (*Required*)

- Format is: `mmm-dd-YYYY` (e.g., `Feb-01-2009`)

`start_time`
    Start Time

- Format is: `hh:mm:ss` (e.g., `23:59:59`)
- Default value is `00:00:00`

`end_time`
    End Time

- Format is: `hh:mm:ss` (e.g., `23:59:59`)
- Default value is `23:59:59`

`direction`
    Direction

- Filter by two available directions (Inbound, Outbound)

`from_number`
    From

- Filter by number from which SMS was sent

`to_number`
    To

- Filter by number to which SMS was sent

`type`
    Type

- Filter by two available types (SMS, MMS)

`server`

Server ID

- Filter by Server ID

Response fields

`server`

Server ID

`provider`

Provider Name

`from`

From which destination SMS was sent

`to`

To which destination SMS was sent

`direction`

Direction of SMS

`date/time`

Date/Time of SMS

`status`

Status

`error`

Error message

`type`

Type of SMS

Response

```
{
    "1": {
            "server": "100",
            "provider": "Test Name",
            "from": "+1234567890",
            "to": "+1234567891",
            "direction": "Outbound",
            "date/time": "2023-09-22 12:43:53",
            "status": "COMPLETED",
            "error": "",
            "type": "SMS"
        }
}
```

Listing Bulk SMS

The response will consist of an array of Bulk SMS with an array key being the Bulk SMS ID.

Arguments

`start_date`
    Start Date (*Required*)

- Format is: `mmm-dd-YYYY` (e.g., `Feb-01-2009`)

`end_date`
    End Date (*Required*)

- Format is: `mmm-dd-YYYY` (e.g., `Feb-01-2009`)

`start_time`
    Start Time

- Format is: `hh:mm:ss` (e.g., `23:59:59`)
- Default value is `00:00:00`

`end_time`

    End Time

- Format is: `hh:mm:ss` (e.g., `23:59:59`)
- Default value is `23:59:59`

`status`

    Status

- Filter by available statuses (Active, Paused, Stopped, Completed)

`name`

    Name

- Filter by name of campaign

`server`

    Server ID

- Filter by Server ID

Response fields

`name`

    Server ID

`sent`

    Number of sent SMS

`failed`

    Number of failed SMS

`time_start`

    Start time of campaign

`time_end`

    End time of campaign

`from`

    From which destination Bulk SMS was sent

`csv_file`

    Name of CSV file

`status`

    Status

`message`

    Content of the message

Response

```
{
        "1": {
         "name": "Test Name",
         "sent": "3",
         "failed": "0",
         "time_start": "2023-09-25 08:57:12",
         "time_end": "2023-09-25 08:57:23",
         "from": "+1234567892",
         "csv_file": "Bulk Messages.csv",
         "status": "Paused",
         "message": "This message is used for testing."
        }
    }
```

SMS Trunks

Supported Methods

list

    List SMS Trunks

configuration

    Configuration of specific SMS Trunk

add

    Add SMS Trunk

edit

    Edit SMS Trunk

delete

    Delete SMS Trunk

Listing SMS Trunks

Response will consist of an array of SMS trunks with array key being the Trunk ID.

Response fields

`name`

    SMS Trunk Name

`provider`

    SMS Provider

Response

```
{
    "1": {
        "name": "SMS Trunk 1",
        "provider": "telnyx"
    },
    "3": {
        "name": "SMS Trunk 3",
        "provider": "bandwidth"
    }
}
```

SMS Trunk Configuration

Arguments

`id`

 ID of an SMS Trunk (*Required*)

Response fields

`id`

 SMS Trunk ID

`enabled`

 Enabled (1/0)

`name`

 SMS Trunk Name

`provider`

 SMS Trunk Provider

`national_prefix`

SMS Trunk national prefix

`description`

SMS Trunk description

The rest of the response fields depend on the Trunk Provider. The request will return the same trunk information that is sent via the Add/Edit request.

Response

```
{
        "id": 3,
        "enabled": 1,
        "name": "SMS Trunk 1",
        "provider": "telnyx",
    "national_prefix": "+49",
        "description": "Test SMS Trunk for API",
        "api_key": "ThisIsApiKey",
        "public_key": "ThisIsPublicKey",
        "messaging_profile_id": "ThisIsMessagingProfileId"
}
```

Adding SMS Trunk

Arguments

`enabled`

Enabled (On=1, Off=0) (*Required*)

`name`

SMS Trunk Name (*Required*)

`provider`

SMS Trunk Provider (telnyx, bandwidth, twilio, vi) (*Required*)

`national_prefix`

> SMS Trunk national prefix (without + prefix)

`description`

> SMS Trunk Description

Based on *provider*, one needs to enter additional arguments.

Telnyx

`api_key`

> Telnyx API Key (*Required for Telnyx*)

`public_key`

> Telnyx Public Key (*Required for Telnyx*)

`messaging_profile_id`

> Telnyx Messaging Profile ID (*Required for Telnyx*)

Bandwidth

`username`

> Bandwidth Username (*Required for Bandwidth*)

`password`

> Bandwidth Password (*Required for Bandwidth*)

`user_id`

> Bandwidth User ID (*Required for Bandwidth*)

`app_id`

> Bandwidth APP ID (*Required for Bandwidth*)

Twilio

`account_sid`

> Twilio Account SID (*Required for Twilio*)

`auth_token`

Twilio authorization token (*Required for Twilio*)

Voip Innovations

`secret`

Voip Innovations secret (*Required for Voip Innovations*)

`login`

Voip Innovations login (*Required for Voip Innovations*)

Successful response

```
{
        "success": "SMS Trunk ID: 10",
        "id": 10
}
```

Editing SMS Trunk

Arguments are identical to the ones in Adding SMS Trunk section. All of them are optional, except:

`id`

SMS Trunk ID

In case when value for parameter *provider* is changed, required fields are all fields for newly selected provider

Successful response

```
{
        "success": "Extension ID: 10",
        "id": 10
}
```

Deleting SMS Trunk

Arguments

In order to delete an SMS Trunk, one has to specify:

`id`
> SMS Trunk ID

Successful response

```
{
        "success": "Deleted SMS Trunk ID '10' successfully."
}
```

SMS Trunks & Tenants

Supported Methods

list
> List SMS Trunks & Tenants

get
> Get Tenant's SMS Trunk

set
> Set Tenant's SMS Trunk

Listing SMS Trunks & Tenants

Successful Response

```
{
        "2": {
                "id": null,
                "enabled": null,
                "name": null,
                "provider": null
        },
        "5": {
                "id": "3",
                "enabled": "1",
                "name": "Bandwidth",
                "provider": "bandwidth"
        }
}
```

Get Tenant's SMS Trunk

Arguments

`tenant`
    Tenant ID (*Required*)

Succesful Response

```
{
        "id": "3",
        "enabled": "1",
        "name": "Bandwidth",
        "provider": "bandwidth"
}
```

Set Tenant's SMS Trunk

Arguments

`tenant`

    Tenant ID (*Required*)

`id`

    SMS Trunk ID

Succesful Response

```
{
        "success": "Success."
}
```

Send SMS messages

- **Note** This message will be sent from the tenant SMS number configured in SMS Settings→Notifications

Arguments

`server`

    Tenant ID (*Required*)

`to_number`

    Destination number in +E164 format (*Required*)

`body`

    Message body base64 encoded (*Required*)

Succesful Response

```
{
    "success": "Success."
}
```

DIDs

Supported Methods

list
> List DIDs

add
> Add new DID

edit
> Edit existing DID

delete
> Delete existing DID

clirouting.add
> Add CLI Routing

clirouting.edit
> Edit CLI Routing

clirouting.list
> List CLI Routing

clirouting.delete
> Delete CLI Routing

Listing DIDs

Listing of DIDs, by default, will include all DIDs.

Arguments

`server`

    Filter DID list by Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- ID 1 is always assigned to Master tenant and cannot be used.

`ext`

    Filter DID list by Destination Number

Response will consist of an array of DIDs with array key being the DID ID.

Response fields

`number`

    DID number

`number2`

    DID end number (if in range)

`server`

    ID of Server/Tenant

`trunk`

    ID of Trunk

`type`

    Destination type

`ext`

    List of Destination numbers (separated by `,`)

`e164`

E.164 number (start)

`e164_2`

E.164 number (end)

`status`

Either *enabled* or *disabled*

`name`

Name of the DID

`sms_enabled`

Either 1 (*enabled*) or 0 (*disabled*)

`e911`

Either 1 (*enabled*) or 0 (*disabled*)

Response

```
{
    "7": {
        "number": "1212400700",
        "number2": "",
        "server": "7",
        "trunk": "6099",
        "type": "Extension",
        "ext": "530",
        "e164": "",
        "e164_2": "",
        "status": "enabled",
        "name": "DID name",
        "sms_enabled": "1",
        "prioritize_clirouting": "0"
    }
}
```

Adding DIDs

Arguments

`server`

Tenant or Server ID (*Required*)

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- ID 1 is always assigned to Master tenant and cannot be used.

`trunk`

Trunk ID to which DID is mapped. (*Required*)

`name`

Name of the DID

`did`

Actual DID number. (*Required*)

`did_2`

DID number (end)

`groupid`

DID Group ID

`dest_type`

Destination Type for DID. (*Required*)

- **0**: Extension
- **1**: Forward DID to Extension (Multi User)
- **2**: Ring Group
- **3**: IVR
- **4**: Queues
- **5**: External Number
- **6**: IVR tree
- **7**: Voicemail
- **8**: Remote Access
- **9**: Conferences
- **10**: Trunk
- **11**: Fax to E-mail
- **12**: Phone Callback
- **13**: Deny Access
- **14**: CRM Routing
- **15**: Agents
- **16**: ARI Application
- **17**: Parking Lot

`destination`

DID destination. (*Required*)

- When `dest_type` is set to *External number*, `destination` should contain a number, optionally starting with a plus sign (+). The plus sign should be URL-encoded in the request (written as %2B). Example: if the destination is *+123456789*, then the value of the `destination` argument should be *%2B123456789*

`e164`
E.164 Number (start)

`e164_2`
E.164 Number (end)

`disabled`
Disable DID by default (*Required*)

- **1**: Disabled
- **0**: Enabled

`callerid`
Replace Caller ID.

`splan`
Service Plan

`billingext` **(deprecated and will be soon replaced with call_rating_ext)**
Billing Extension

`call_rating_ext`
Call Rating Extension

`greeting`
Greeting

`stripn`
Strip N digits

`qprio`

Queue Priority

`codec`
   Force Codec

`ringtone`
   Custom Ringtone

`recordcall`
   Record Call

`state_text`
   County

`city`
   City

`areacode`
   Area Code

`sms_enabled`
   Use DID as SMS number

`preserve_callerid`
   Preserve original Caller ID

   - Preserve original Caller ID option will be set only if External Number is set as a DID destination.

`notify`
   Notify on Not Answer

`prioritize_clirouting`
   Prioritize CLI Routing over Operation Times

If adding of DID is successful a `success` message will be thrown, together with the DID ID.

Successful response

```
{
    "success": "DID ID: 1.",
    "id": 1
}
```

Editing DIDs

Arguments are identical to the ones in Adding DIDs section. All of them are optional, except:

`server`
> Tenant/Server ID

`id`
> DID ID

If `dest_type` is set to any value other than *Phone Callback* or *Deny Access*, `destination` is also required.

Successful response

```
{
    "success": "DID ID: 1.",
    "id": 1
}
```

Deleting DIDs

In order to delete a DID, one has to specify:

`id`
> DID ID

`server`

> Server/Tenant ID

- If running in Tenant Mode make sure this is always set to 1.

Successful response

```
{
    "success": "Deleted DID ID 1 successfully.",
}
```

Adding CLI Routing

Arguments

`id`

> DID ID (*Required*)

`server`

> Server/Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- Server ID 1 is always assigned to Master tenant and cannot be used.

`callerid`

> Caller ID (*Required*)

`dest_type`

> Destination type (*Required*)

- 0: Extension
- 1: Multi User
- 2: Ring Group
- 3: IVR
- 4: Queues

- 5: Voicemail
- 6: Remote Access
- 7: Conferences
- 8: Trunk
- 9: Fax to E-mail
- 10: Deny Access (*No value*)
- 11: CRM Routing

`destination`
> Destination value (*Required*)

- If Destination type is Trunk, enter ID of Trunk for Destination value
- If Destination type is CRM Routing, enter ID of CRM Routing rule for Destination value

`matchexplicitly`
> Match explicitly (0 or 1) (*Required*)

Successful Response

```
{
    "success":"CLI Routing ID: 3.",
    "id":"3"
}
```

Editing CLI Routing

Arguments

Arguments are identical to the ones in Adding CLI Routing section. All of them are optional, except:

`id`
> DID ID

`server`
> Server/Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- Server ID 1 is always assigned to Master tenant and cannot be used.

`cliroutingid`
>   CLI Routing ID

Successful Response

```
{
    "success":"CLI Routing ID: 3.",
    "id":"3"
}
```

Listing CLI Routing

Arguments

`id`
>   DID ID

`server`
>   Server/Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- Server ID 1 is always assigned to Master tenant and cannot be used.

Successful Response

```
{
    "25":
    {
        "callerid":"12334455",
        "ext":"9999966",
        "type":"network user (Forward DID)",
        "matchtype":"1"
    },
    "52":
    {
        "callerid":"1234%",
        "ext":"100",
        "type":"network user",
        "matchtype":"0"
    }
}
```

Deleting CLI Routing

Arguments

`id`
>   DID ID

`server`
>   Server/Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.

- Server ID 1 is always assigned to Master tenant and cannot be used.

`cliroutingid`
>   CLI Routing ID

Successful Response

```
{
    "success":"CLI Routing successfully deleted!"
}
```

DID Groups

Supported Methods

list

    List DID Groups

add

    Add new DID Group

edit

    Edit existing DID Group

delete

    Delete existing DID Group

Listing DID groups

Listing of DID groups, by default, will include all DID groups.

Response

```
{
    "1": {
        "group_name": "Group 1",
        "max_did": "2000",
        "min_did": "1000",
        "tenant": "2"
    }
}
```

Adding DID Groups

Arguments

`server`
>   Always must be set to 1. (*Required*)

`group_name`
>   DID Group Name (*Required*)

`tenantid`
>   Tenant ID that DID group is mapped to. (*Required*)

`min_did`
>   DID Group range start (*Required*)

`max_did`
>   DID Group range end (*Required*)

If adding of DID Group is successful a `success` message will be thrown, together with the DID Group ID.

Successful response

```
{
    "success": "DID Group ID: 1",
    "id": 1
}
```

Editing DID Groups

Arguments are identical to the ones in Adding DID Groups section. All of them are optional, except:

`server`
    Always must be set to 1.

`id`
    DID Group ID

Successful response

```
{
    "success": "DID Group ID: 1",
    "id": 1
}
```

Deleting DID Groups

In order to delete a DID, one has to specify:

`id`
    DID Group ID

`server`
    Always must be set to 1.

Successful response

```
{
    "success": "Deleted DID Group ID 1 successfully."
}
```

IVRs

Supported Methods

list
> List IVRs

add
> Add new IVR

edit
> Edit existing IVR

delete
> Delete existing IVR

Listing IVRs

Listing of IVRs, by default, will include all IVRs.

If you wish to filter by server/tenant, you have to specify correct `server` argument. List of Tenant IDs, you can fetch from `tenant` object.

Arguments

`server`
> Filter IVR list by Server/Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- ID 1 is always assigned to Master tenant and cannot be used.

Response will consist of an array of IVRs with array key being the IVR ID.

Response fields

`name`
    IVR name

`type`
    IVR type

- **0**: Standard IVR
- **1**: PIN-based IVR
- **2**: Multi-digit IVR

`ext`
    IVR extension

`keymap`
    IVR keymaps

`status`
    Either *enabled* or *disabled*

`operator`
    IVR operator

Response

```json
{
    "280": {
        "name": "TestIVR",
        "type": "0",
        "ext": "103",
        "keymap": {
                "type": "Extension",
                "value": "100"
        },
        "status": "enabled",
        "operator": ""
    }
}
```

Adding IVRs

Arguments

`server`

Tenant or Server ID (*Required*)

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- ID 1 is always assigned to Master tenant and cannot be used.

`name`

IVR name. (*Required*)

- No spaces are allowed at the moment.

`ext`

IVR extension. (*Required*)

`greeting`

IVR Greeting (*Required*)

- All greetings must begin with `greeting-`.

`keymap`

Array of IVR keymaps (*At least one keymap is required*)

- This argument is to be sent as `keymap[key][field]=value`
- Supported keys:
  - **0-9**
  - *
- Supported fields:
  - **type**: Destination Type
  - **destination**: Destination
- Supported Destination Types:
  - **aa**: IVR
  - **qu**: Queue
  - **rg**: Dial Groups and Enhanced Ring Groups
  - **cf**: Conference
  - **ex**: Extension
  - **vm**: Voicemail
  - **cr**: CRM Routing
  - **aatree**: IVR tree
  - **dy**: Directory
  - **ra**: Remote Access
  - **fx**: Fax to E-mail
  - **en**: Call External Number
  - **ari**: ARI Application
- Valid Destination values:
  - When `dest_type` is set to *CRM Routing*, `destination` should be a valid CRM Routing Rule id.
  - When `dest_type` is set to *Directory*, `destination` should not be set.

- When `dest_type` is set to *Remote Access*, valid values for `destination` are *agentlogin*, *destinations* and *voicemail*.
- When `dest_type` is set to *Call External Number*, `destination` should be an external number.
- When `dest_type` is set to *ARI Application*, `destination` should be a valid ARI Application id.
- For all other destination types, `destination` should be a valid extension.
- Example:
  - `keymap[\*][type]=aa&keymap[\*][destination]=103`

`status`

IVR status

- **1**: Enabled
- **0**: Disabled

`operator`

Operator extension

`disablecid`

Disable CallerID (PIN-based IVR only)

`tresponse`

Response timeout (in seconds)

- Default is **4**.

`rtpdelay`

RTP Delay (in seconds)

`tdigit`

Digit timeout (in seconds)

- Default is **1**.

`rings`

Rings to Answer

- Default is **1**.

`faxemail`
> FAX Email

`customring`
> Custom ring tone

`local2fax`
> FAX dialing

`rangelimit`
> Enable range limit

`rangestart`
> Start at

`rangeend`
> End at

`ringtype`
> Ringing Type
>
> - **ring**: Generate Ringing
> - **moh**: Music on Hold
> - **none**: None
> - Default is **ring**.

`moh`
> Music on Hold class
>
> - Applies only if `ringtype` is set to `moh`.

`loops`
> Number of loops before timoeut

- Default is **3**.

`timeoutext`
> Timeout Extension

`timeoutextvm`
> Timeout Extension Is Voicemail

`localdial`
> Local/Remote dialing

- **1**: Enabled
- **0**: Disabled
- It is disabled by default.

`skip_invalid_selection`
> Skip Invalid Selection Alerts

- **1**: Enabled
- **0**: Disabled

If adding of IVR is successful a `success` message will be thrown, together with the IVR ID.

Successful response

```
{
    "success": "IVR ID: 100.",
    "id": 100
}
```

Editing IVRs

Arguments are identical to the ones in <u>Adding IVRs</u> section. All of them are optional, except:

`server`

Tenant/Server ID

`id`
    IVR ID

Successful response

```
{
    "success": "IVR ID: 100.",
    "id": 100
}
```

Deleting IVRs

In order to delete an IVR, one has to specify:

`id`
    IVR ID

`server`
    Server/Tenant ID

- If running in Tenant Mode, make sure this is always greater than 1.

Successful response

```
{
        "success": "Deleted IVR ID 10 successfully."
}
```

Ring Groups

Supported Methods

list

> List Ring Groups

add

> Add new Ring Group

edit

> Edit existing Ring Group

configuration

> Ring Group Configuration

delete

> Delete existing Ring Group

Listing Ring Groups

Listing of Ring Groups, by default, will include all Ring Groups.

Arguments

`server`

> Filter Ring Group list by Server/Tenant ID
>
> - If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
> - ID 1 is always assigned to Master tenant and cannot be used.

Response will consist of an array of Ring Groups with array key being the Ring Group ID.

Response fields

`name`

> Ring Group name

`ext`

> Ring Group extension

`destinations`

  Ring Group destinations

`last_dest`

  Ring Group last destination

`last_dest_vm`

  Ring Group last destination is voicemail

Response

```
{
    "100": {
        "name": "TestRing Group",
        "ext": "103",
        "destinations": "100,101",
        "last_dest": "108",
        "last_dest_vm": "no"
    }
}
```

Adding Ring Groups

Arguments

`server`

  Tenant or Server ID (*Required*)

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- ID 1 is always assigned to Master tenant and cannot be used.

`name`

  Ring Group name. (*Required*)

`ext`

    Ring Group extension. (*Required*)

`extensions`

    List of all ring group extensions separated by `,`

`max_limit`

    Number of concurrent calls allowed into Ring Group (default is `1`)

`greeting`

    Ring Group Greeting

- All greetings must begin with `greeting-` .

`ganswer`

    Perform Answer on undefined greeting (Specify `yes` or `no`)

`timeout_msg`

    Timeout message

- All timeout messages begin with `announce-` .

`loops`

    Number of Ring loops (default is `1`)

`timeout`

    Timeout for Ring Group (default is `30` seconds)

`overwrite_timeout`

    Force Ring Group Timeout (Specify `yes` or `no`)

`dial_options`

    Dial options (default is `r`)

`store_cdr`

Store Unanswered CDRs (Specify `yes` or `no`)

`last_dest`

Last Destination

`last_dest_vm`

Last Destination is Voicemail (Specify `yes` or `no`)

`ring_strategy`

Ring Strategy

- List of available strategies:
    - all (*Default*)
    - leastrecent
    - round
    - round_memory

`custom_ringtone`

Custom Ringtone for SIP devices

`callerid`

Replace Caller ID

`record`

Record calls (Specify `yes` or `no`)

`record_silent`

Silent Recordings (Specify `yes` or `no`)

`exit_digit`

Exit Digit

`exit_ext`

Exit Extension

`confirm_calls`
> Confirm Calls

`confirm_msg`
> Confirmation Message

> - All confirmation messages begin with `rg-announce-` .

`confirm_answered_msg`
> Call Answered Message

> - All call answered messages begin with `rg-late-announce-` .

`call_rating_ext`
> Call Rating Extension

`looping_mode`
> Looping Mode

> - List of available modes:
>   - per_ext (*Default*)
>   - circular

`skip_pbd_local`
> Local destinations PBD skip (Specify `yes` or `no`)

`preserve_callerid`
> Use original Caller ID for external calls (Specify `yes` or `no`)

`member_es_disable`
> Disable Member Enhanced Services (Specify `yes` or `no`)

If adding of Ring Group is successful a `success` message will be thrown, together with the Ring Group ID.

Successful response

```
{
    "sucess": "Ring Group ID: 100",
    "id": 100
}
```

Editing Ring Groups

Arguments are identical to the ones in <u>Adding Ring Groups</u> section. All of them are optional, except:

`server`
    Tenant/Server ID

`id`
    Ring Group ID

Successful response

```
{
        "success": "Ring Group ID: 100."
        "id": "100"
}
```

Ring Group Configuration

Arguments

`server`
    Tenant/Server ID (*Required*)

`id`
    Ring Group ID (*Required*)

Response fields

`name`

    Ring Group name

`ext`

    Ring Group extension

`destinations`

    Ring Group destinations

`options`

    Array of configuration options

Successful response

```json
{
        "100": {
                "name": "Test Ring Group",
                "ext": "103",
                "destinations": "100,101",
                "options": {
                        "timeout": "20",
                        "last_dest": "108",
                        "greeting": "greeting-default-attendant",
                        "loops": "1",
                        "exit_digit": "0",
                        "exit_ext": "108",
                        "record": "0",
                        "record_silent": "0",
                        "ganswer": "0",
                        "max_limit": "1",
                        "store_cdr": "0",
                        "overwrite_timeout": "0",
                        "call_rating_ext": "",
                        "looping_mode": "per_ext",
                        "skip_pbd_local": "0",
                        "preserve_callerid": "1",
                        "member_es_disable": "0",
                        "last_dest_vm": "0",
                        "confirm_calls": "0",
                        "timeout_msg": "",
                        "dial_options": "H",
                        "ring_strategy": "all",
```

```
                        "custom_ringtone": "",
                        "callerid": "CallerID",
                        "confirm_msg": "",
                        "confirm_answered_msg": ""
                }
        }
}
```

Deleting Ring Groups

In order to delete an Ring Group, one has to specify:

`id`
> Ring Group ID

`server`
> Server/Tenant ID

- If running in Tenant Mode, make sure this is always greater than 1.

Enhanced Ring Groups

Supported Methods

add
> Add Enhanced Ring Group

edit
> Edit existing Enhanced Ring Group

delete
> Delete Enhanced Ring Group

list

List Enhanced Ring Groups

members

Adding members to an Enhanced Ring Group

Adding Enhanced Ring Groups

Arguments

`server`

Tenant or Server ID (*Required*)

`name`

Name for the ERG (*Required*)

`ext`

Extension number that will be used for ERG (*Required*)

`max_wait_callers`

Maximum number of callers allowed to wait in a ERG at the same time (*Required*)

`rings_answer`

Number of rings that will be played to a caller before call enters the ERG (*Required*)

`record`

Set whether to record ERG calls or not

`wake_mobile`

Select whether ERG should wake up mobile devices that are asleep

`replace_cid`

Replace the caller id with the custom value

`queue_url`

Send the following URL to Member's softphone, if it supports that option, and the softphone can open that URL so the Member can see callers additional info if available

`prioritize_timeout`

> Set whether to prioritize ERG timeout or not

`max_wait_seconds`

> Maximum time a caller can wait in an ERG

`max_wait_dest`

> Set the extension to which caller will be redirected once time set under *Max Wait Seconds* exceeds

`max_wait_dest_vm`

> Set whether the max wait destination is pointing to voicemail

`redirect_dest`

> ERG full redirect extension number

`redirect_vm`

> Choose whether the redirect extension is a voicemail

`greeting`

> Select a greeting file that will be played to all callers waiting in this ERG

`announce_holdtime`

> Enable callers waiting in an ERG to hear the hold-time announcements

`announce_position`

> Enable callers waiting in an ERG to hear the position announcements

`announce_frequency`

> How often to play the hold-time announcement message (time in seconds)

`min_announce_frequency`

> Specifies the minimum amount of time that must pass before we announce the caller's position in an ERG again

`announce_r_seconds`

> Rounding level for hold-time announcements

`static_login`

> Select whether to enable Static Members Login

`member_es_disable`

> If set to *Yes*, Enhanced Enhanced that are enabled on the Extension (that are ERG members) will possibly not be applied if an ERG call is passed to them

`ring_strategy`

> Set the way calls are transferred to ERG members answering the calls. Available values

- ringall
- linear
- leastrecent
- fewestcalls
- random
- rrmemory
- rrordered
- wrandom

`member_ring_timeout`

> Set the Member's ring timeout

`autofill`

> Should callers be served one by one or in parallel fashion

`ring_inuse`

> Set whether Members in use should be called when a new caller comes into the ERG

`retry_timeout`

> Time interval in seconds, for how long to wait before trying the ERG member again

`timeout_restart`

> If this option is set to yes and a BUSY or CONGESTION signal is received on the line, the Member's timeout for answering will be reset

`wrapup_time`

> After a successful call, this will determine how long to wait (time interval in seconds) before sending a new call to a potentially free member

`periodic_announce`

> Select the sound file that is played periodically to callers waiting in an ERG (has to be in the following format *periodic-announce-$NAME.gsm* or *default*)

`periodic_announce_frequency`

> Time interval in seconds at which the periodic message is to be played

`first_periodic_announce`

> The minimum number of seconds between position announcements

`incoming_options`

> Set the advanced ERG call options

`ring_timeout`

> When *r* is selected as Incoming Options and this timeout is used, ERG will first ring entered number of seconds after which MOH will start

`use_exit_digit`

> Should users be able to exit the ERG by dialing a single digit and be automatically redirected to a preset PBXware destination

`exit_digit`

> Define the exit digit

`exit_dest`

> Local PBXware destination number that is dialed once the *Exit Digit* is dialed

`exit_vm`

> Set whether the exit digit destination is pointing to voicemail

`leave_when_empty`
`empty_dest`
`empty_dest_vm`

`enable_notification`

> Enable or disable Abandoned Calls Notification feature

`notification_email`

> The e-mail address which will receive notifications of abandoned calls, where an abandoned call is one where the caller hangs up the call while waiting to be answered

Response

```
{
    "success": "ERG ID: 34.",
    "id": 34
}
```

Editing Enhanced Ring Groups

Arguments are identical to the ones in Adding Enhanced Ring Groups section. All of them are optional, except:

`server`

> Tenant/Server ID

`id`

> Enhanced Ring Group ID

Response

```
{
    "success": "ERG ID: 34.",
    "id": 34
}
```

Deleting Enhanced Ring Groups

Deleting requires only two arguments:

`server`
    Tenant/Server ID

`id`
    Enhanced Ring Group ID

Response

```
{
    "success": "Deleted ERG ID 34 successfully."
}
```

Listing Enhanced Ring Groups

Arguments

`server`
    Filter Enhanced Ring Groups by tenant/server

Response will consist of an array of Enhanced Ring Groups with array key being the ERG ID.

Response fields

`name`
    Enhanced Ring Group Name

`number`
    Enhanced Ring Group Number

`strategy`
    Strategy

`members`
    List of members

Response

```json
{
    "2377": {
        "name":"erg205",
        "number":"205",
        "strategy":"ringall",
        "members":[
            {
                "ext":"300",
                "penalty":"5"
            },
            {
                "ext":"303",
                "penalty":"10"
            }
        ]
    },
    "2378": {
        "name":"erg206",
        "number":"206",
        "strategy":"ringall",
        "members":[
            {
                "ext":"308",
                "penalty":"5"
            },
            {
                "ext":"307",
                "penalty":"10"
```

```
            }
        ]
    },
}
```

Adding Members

Arguments

`server`
    Tenant/Server ID (*Required*)

`id`
    ID of an Enhanced Ring Group (*Required*)

`numbers`
    List of extension numbers separated with , (*Required*)

`penalties`
    List of penalties separated with , (*Required*)

Successful response

```
{
    "success": "ERG ID: 2378",
    "id": 2378
}
```

CDRs

Supported Methods

download
    Download CDRs

billamount

    Returns sum of billing amounts

mos

    Returns detailed MOS data

Downloading CDRs

CDRs are filtered by the required arguments.

Arguments

`start`

    Start Date (*Required*)

- Format is: `mmm-dd-YYYY` (eg: `Feb-01-2009`)

`starttime`

    Start Time

- Format is: `hh:mm:ss` (eg: `23:59:59`)
- Default value is `00:00:00`

`end`

    End Date (*Required*)

- Format is: `mmm-dd-YYYY` (eg: `Feb-28-2009`)

`endtime`

    End Time

- Format is: `hh:mm:ss` (eg: `23:59:59`)
- Default value is `23:59:59`

`ext`

    Source extension

- You can filter by multiple destinations separated by comma (`100,120`)
- Defaults to all extensions/numbers

`extdst`
> Destination extension

- You can filter by multiple extensions separated by comma (`100,120`)
- Defaults to all extensions/numbers

`trunk`
> Source Trunk ID

- **Note**: You cannot supply `trunk` and `ext` at the same time!
- Defaults to all trunks, unless otherwise specified

`trunkdst`
> Destination Trunk ID

- **Note**: You cannot supply `trunkdst` and `extdst` at the same time!
- Defaults to all trunks, unless otherwise specified

`page`
> CDR page

- Download CDRs from relevant page (depends on `limit` argument)
- Default is to download first page
- Total number of pages is not available, look for `next_page` in response

`limit`
> Limiting records per page

- You can limit number of CDRs to download (per `page` , default `page` is 1)
- Default value is `16`
- Maximum value you can set is: `1000`

`server`

Filtering records per server

- You can filter CDRs by Server ID

`status`

Filtering records by call status

- You can filter CDRs by call status
- Status values (8 ⇒ "Answered", 4 ⇒ "Unanswered", 2 ⇒ "Busy", 1 ⇒ "Failed")

`cdrtype`

Filtering records by CDR type

- Type values (1 ⇒ "Incoming", 2 ⇒ "Outgoing", 3 ⇒ "All")

`timezone`

Time Zone to apply when searching CDRs

- Ex: "America/New_York"

Response will consist of an array of CDRs.

Response fields

`next_page`

Lets you know if there is next page of records available

`limit`

Current limit of records per page

`records`

Total number of records in `csv` array `header` : Names of fields in the `csv` array

`csv`

Records array

- Fields are sorted in the following order:
  - From
  - To
  - Start Date [Unix timestamp]
  - Duration [Number of seconds]
  - Billing duration [Number of seconds] (*Only in Billing mode*)
  - Cost of the call (*Only in Billing mode*)
  - Status
  - UniqueID
  - Recording Path
  - Recording Available
  - Location Type
  - MOS (**Note**: A MOS value of 0 means there is no MOS data for the CDR.)

Response

```json
{
    "success": "Success.",
    "next_page": false,
    "limit": 16,
    "records": 2,
    "header": [
        "From",
        "To",
        "Date/Time",
        "Total Duration",
        "Rating Duration",
        "Rating Cost",
        "Status",
        "Unique ID",
        "Recording Path",
        "Recording Available",
        "Location Type",
        "MOS"
    ],
    "csv": [
        [
            "Test (1000)",
            "Test (1002)",
            "1246462678",
            "6",
            "6",
            "1.00000",
            "Answered",
```

```
                "1368458822.12",
                "path/to/archived/recording/file.mp3",
                "True",
                "Remote",
                4.4
            ],
            [
                "107",
                "Test (1000)",
                "1246439020",
                "6",
                "1",
                "1.00000",
                "Answered",
                "1368458765.9",
                "path/to/archived/recording/file.mp3",
                "True",
                "Remote",
                4.4
            ]
        ]
    }
```

CDR Billamount

Arguments are identical to the ones in Downloading CDRs section.

Response fields

`billamount`
    Billing amount

Response

```
{
    "billamount": 8
}
```

MOS

Arguments

`uniqueid`
> Unique ID of a CDR (*Required*)

The response consists of an array of objects containing MOS data for all channels that have the same Linked ID as the channel with the given Unique ID.

Response fields

`data`
> Array of objects containing MOS data for all channels with the same Linked ID

`channel`
> Channel

`linkedid`
> Linked ID

`uniqueid`
> Unique ID

`maxmes`
> Maximum MOS for the channel

`avgmes`
> Average MOS for the channel

`minmes`

Minimum MOS for the channel

- **Note**: MOS values of 0 mean that there is no MOS data for the given Unique ID.

Response

```
{
  "success": "Success.",
  "data": [
    {
      "channel": "PJSIP/2001001-0000000b",
      "linkedid": "1734599701.10",
      "uniqueid": "1734599701.11",
      "maxmes": 4.1,
      "avgmes": 4,
      "minmes": 3.9
    },
    {
      "channel": "PJSIP/2001004-0000000a",
      "linkedid": "1734599701.10",
      "uniqueid": "1734599701.10",
      "maxmes": 3.9,
      "avgmes": 3.8,
      "minmes": 3.6
    }
  ]
}
```

Transcription

Supported Methods

<u>get</u>

    Get information about specific transcription

Transcription information

Show information about specific transcription

Arguments

`uniqueid`

    Unique ID for call. Always must be set. (Required)

`server`

    Tenant ID of where the transcription is located

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.

Response fields

`text`

    The transcribed text from the audio file.

`vtt`

    Video Text Tracks (VTT) representation of file.

`language`

    The detected language of the audio file.

`duration`

    Duration of audio file.

`words`

    A list of words that were spoken in the audio file.

`word`

    The actual text of the word. This is the word that was spoken in the audio file.

`start`

    The start time of the word in seconds.

`end`

    The end time of the word in seconds.

`segments`

    A list of segments, where each segment represents a portion of the audio file with its corresponding transcription.

`id`

    Unique identifier for the segment.

`seek`

    The timestamp in seconds where the segment starts in the original audio file

`start`

    The start time of the segment in seconds.

`end`

    The end time of the segment in seconds.

`text`

    The transcribed text for this segment.

Response

```json
{
    "text": "Thanks for watching!",
    "vtt": {
        "language": "english",
        "duration": 14.109999656677246,
        "words": [
            {
                "word": "Thanks",
                "start": 12.880000114440918,
                "end": 12.920000076293945
            },
            {
                "word": "for",
                "start": 12.920000076293945,
                "end": 12.9399995803833
            },
            {
                "word": "watching",
                "start": 12.9399995803833,
                "end": 12.96000038146973
            }
        ],
        "segments": [
            {
                "id": 0,
                "seek": 0,
                "start": 12.880000114440918,
                "end": 12.96000038146973,
```

```
                  "text": " Thanks for watching!"
              }
          ]
      }
  }
```

Archiving

Supported Methods

list

List Archivings

Listing Archivings

Arguments

`start_date`

Start Date (*Required*)

- Format is: `mmm-dd-YYYY` (e.g., `Feb-01-2009`)

`end_date`

End Date (*Required*)

- Format is: `mmm-dd-YYYY` (e.g., `Feb-01-2009`)

`start_time`

Start Time

- Format is: `hh:mm:ss` (e.g., `23:59:59`)
- Default value is `00:00:00`

`end_time`

End Time

- Format is: `hh:mm:ss` (e.g., `23:59:59`)
- Default value is `23:59:59`

`status`

  Status

- Filter by three available statuses separated by a comma (SUCCESS, FAILURE, PARTIAL)

`tenant`

  Tenant code

- Filter reports by a specific tenant

The response will consist of an array of Archiving Reports.

Response fields

`tenant`

  Tenant code

`date_time`

  Date and time of archiving

`status`

  Status

`recording`

  It is an array that consists of successful and failed recordings

`fax`

  It is an array that consists of successful and failed faxes

`voicemail`

  It is an array that consists of successful and failed voicemails

Response

```
{
    "tenant": "333",
    "date_time": "2023-04-04 10:42:36",
    "status": "SUCCESS",
    "recording": {
        "success": "1",
        "failed": "2"
    },
    "fax": {
        "success": "3",
        "failed": "4"
    },
    "voicemail": {
        "success": "1",
        "failed": "2"
    }
}
```

Routes

Supported Methods

list

    List Routes

Listing Routes

Response will consist of an array of routes.

Response

```
{
    "1": [
        "93",
        "Afghanistan"
    ],
    "3": [
        "355",
        "Albania (Republic of)"
    ],
    "6": [
        "213",
        "Algeria (People's Democratic Republic of)"
    ],
    "9": [
        "684",
        "American Samoa"
    ],
    "13": [
        "376",
        "Andorra (Principality of)"
    ],
}
```

Operation Times

Operation Times exist for the following: DIDs, IVRs, Dial Groups, Server/Tenants, Routes, Queues and Enhanced Ring Groups.

Actions

`action=pbxware.otimes.did`

Operation Times action URL for DIDs

`action=pbxware.otimes.ivr`

Operation Times action URL for IVRs

`action=pbxware.otimes.dial_group`

Operation Times action URL for Dial Groups

`action=pbxware.otimes.servers`

Operation Times action URL for Server/Tenants

`action=pbxware.otimes.routes`

Operation Times action URL for Routes

`action=pbxware.otimes.queues`

Operation Times action URL for Queues

`action=pbxware.otimes.erg`

Operation Times action URL for Enhanced Ring Groups

Each of those destinations Operation Times are a state, which means that you can list the current state of the destinations or set the entire state of the destination Operation Times.

Supported Methods

list

Listing the state of Operation Times

set

Set the state of Operation Times

Listing Operation Times state

Example request:

```
http://pbxware.lan/?
apikey=yf2gV1sTzWmhUwI6V5quzKBv9FA0VbzW&action=pbxware.otimes.erg.list&id=12451
```

Request fields

`id`

Request the Operation Times state by destination ID (most of destionation supports this)

`number`

Request the Operation Times state by destination number (used for example with Queues)

`ext`

Request the Operation Times state by destination extension (used for DIDs)

`server`

Request the Operation Times state by destination server ID (used with MT systems in combination with other fields)

Depending on what object OT is being requested and whether the instance is Multi tenant one, one or two request fields might be used.

Response fields

`status`

Status of the Operation Times, can be: On, Off, Inherit

`greeting`

Greeting sound file being played during Closed Dates

`default_dest_ext`

Default extension to which all calls will be redirected in case the call comes outside the working hours

`default_dest_is_vm`

Default extension is Voicemail or not

`closed_dates`

Contains list of Closed Dates settings

`description`

Description of the closed date setting

`destination`

Extension to which all calls to this destination will go when this closed date is effective

`date_from`

Date from

`date_to`

Date to

`time_from`

Time from

`time_to`

Time to

`custom_destinations`

Contains list of Custom Destinations settings

`destination`

Destination of the custom destination setting

`is_open_range`

Whether the custom destination is Open range

`days`

Days in the week during which this custom destination applies

`time_from`

Time from

`time_to`

Time to

`open_days`

Contains list of Open Days settings

`description`

Description of the open days setting

`days`

Days in the week during which Open days setting applies

`time_from`

Time from

`time_to`

Time to

Response

```json
{
    "12451":
    {
        "status":"on",
        "greeting":"greeting-Mar-27-2013-15-15-44",
        "default_dest_ext":"103",
        "default_dest_is_vm":"yes",
        "closed_dates":
        [
            {
                "description":"Closed #1",
                "destination":"100",
                "date_from":"2022-05-05",
                "date_to":"2022-05-06",
                "time_from":"00:00",
                "time_to":"06:00"
            }
        ],
        "custom_destinations":
        [
            {
                "destination":"104",
                "is_open_range":"yes",
                "days":"1,2,3,4,5",
                "time_from":"08:00",
                "time_to":"17:00"
            }
        ],
```

```
    "open_days":
    [
        {
            "description":"Open1",
            "days":"1,2,6",
            "time_from":"01:01",
            "time_to":"21:56"
        }
    ]
    }
}
```

Setting Operation Times

Most of the arguments bellow can be used with all destination Operation Times. Some of them are destination specific.

Example request:

```
http://pbxware.lan/?
apikey=yf2gV1sTzWmhUwI6V5quzKBv9FA0VbzW&action=pbxware.otimes.erg.set&id=174&server=3&stat
us=on&default_dest_ext=123&greeting=greeting-Mar-27-2013-15-15-
44&pin=668&open_days_desc[]=TheOpen1&open_days[]=1,2,6&open_days_time_from[]=08:00&open_da
ys_time_to[]=16:30&open_days_desc[]=TheOpen2&open_days[]=3,4&open_days_time_from[]=08:30&o
pen_days_time_to[]=17:00
```

Arguments

`id`
    Destination ID to edit

`server`

Tenant ID on MT systems

`status`

Status of the Operation Times

`greeting`

Greeting sound file

`pin`

PIN number used for Routes Operation Times only

`default_dest_ext`

Default extension to which all calls will be redirected

`default_dest_is_vm`

Default extension is Voicemail or not

`closed_dates_desc[]`

Ordered descriptions of the closed dates settings

`closed_dates_dest[]`

Ordered extensions of the closed dates settings

`closed_dates_date_from[]`

Ordered From dates of the closed dates settings

`closed_dates_date_to[]`

Ordered To dates

`closed_dates_time_from[]`

Ordered From time

`closed_dates_time_to[]`

Ordered To time

`custom_destinations_dest[]`

> Ordered destinations of the custom destinations settings

`custom_destinations_is_open[]`

> Ordered opened status of the custom destinations settings

`custom_destinations_days[]`

> Ordered days in the week of the custom destinations settings

`custom_destinations_time_from[]`

> Ordered time from of the custom destinations settings

`custom_destinations_time_to[]`

> Ordered time to of the custom destinations settings

`open_days_desc[]`

> Ordered description of the open days settings

`open_days[]`

> Ordered days in the week of the open days settings

`open_days_time_from[]`

> Ordered time from of the open days settings

`open_days_time_to[]`

> Ordered time to of the open days settings

Important note

When setting up Closed Dates it is important that dates follow the yyyy-mm-dd format. For example: 2023-02-20

Response

```
{
    "success": "Edited Operation Times successfuly."
}
```

Tenant Packages

Supported Methods

configuration
> Tenant Package Configuration

list
> List Tenant Packages

add
> Add new Tenant Package

edit
> Edit existing Tenant Package

delete
> Delete existing Tenant Package

Tenant Package Configuration

Arguments

`id`
> Tenant Package ID (*Required*)

Response will consist of an array of tenant package configuration.

Response fields

`name`

Tenant Package Name

`service_plan`

Default Service Plan

`restrict_splans`

Restrict Service Plans

`allowed_service_plans`

Allowed Service Plans

`call_recordings`

Call Recordings

`monitoring`

Call Monitoring

`call_screening`

Call Screening

`ext`

Extensions

`cf`

Conferences

`hot_desking`

Hot Desking

`ivr`

IVRs

`queues`

Queues

`rgroups`

Ring Groups

`voicemail`

Voicemails

Response

```
{
    "1": {
        "name": "Package 1",
        "service_plan": "",
        "allowed_service_plans": "",
        "ext": "20",
        "voicemail": "20",
        "queues": "20",
        "ivr": "20",
        "cf": "20",
        "rgroups": "20",
        "hot_desking": "20",
        "restrict_splans": "0",
        "call_recordings": "1",
        "monitoring": "1",
        "call_screening": "1"
    }
}
```

Listing Tenant Packages

Response will consist of an array of tenant packages with array key being the Tenant Package ID.

Response fields

`name`

> Tenant Package Name

Response

```
{
  "1": "Package 1",
  "2": "Package 2",
  "3": "Package 3",
}
```

Adding Tenant Packages

Arguments

`name`

> Tenant Package Name (*Required*)

`restrict_splans`

> Restrict Service Plans (*This field is required if billing is turned on in license*)

`allowed_service_plans`

> Allowed Service Plans (*Required if restrict service plan is set to yes (1)*)

`service_plan`

> Default Service Plan

`call_recordings`

> Country ID (*Required*)

`monitoring`

> Area Code (*Required*)

`call_screening`

> National Code (*Required*)

`extensions`

> Extensions (*Required*)

`voicemails`

> Voicemails (*Required*)

`queues`

> Queues (*Required*)

`cfs`

> Conferences (*Required*)

`rgroups`

> Ring Groups (*Required*)

`hot_desking`

> Hot Desking (*Required*)

`ivrs`

> IVRs (*Required*)

Successful Response

```
{
    "success": "Tenant package: 6",
    "id": 6
}
```

Editing Tenant Packages

Arguments

Arguments are identical to the ones in <u>Adding Tenant Packages</u> section. All of them are optional, except:

`server`

> Server ID which must be set to 1

`id`

> Tenant Package ID

Successful Response

```
{
    "success": "Tenant package: 6",
    "id": 6
}
```

Deleting Tenant Packages

Arguments

`server`

> Server ID which must be set to 1

`id`

> Tenant Package ID

Successful Response

```
{
    "success":"Tenant package ID: 6.",
    "id":"6"
}
```

Tenants

Supported Methods

configuration

    Tenant Configuration

list

    List Tenants

add

    Add new Tenant

edit

    Edit existing Tenant

delete

    Delete existing Tenant

trunks.list

    List Trunks & Tenants

trunks.set

    Set Trunks & Tenants

clirouting.add

    Add CLI Routing

clirouting.edit

    Edit CLI Routing

clirouting.list

    List CLI Routing

clirouting.delete

Delete CLI Routing

Tenant Configuration

Arguments

`id`
> Tenant ID (*Required*)

Response will consist of an array of tenant configuration.

Response fields

`server_name`
> Tenant Name

- Should be a valid FQDN (http://en.wikipedia.org/wiki/FQDN) (*Fully Qualified Domain Name*)

`tenantcode`
> Unique 3-digit Tenant Code

`package_id`
> Tenant Package ID

- Can be obtained with `package` object

`ext_length`
> Extensions length

- Can be in range **2-16 ONLY**

`country`
> Country ID

- Can be obtained with `route` object

`area_code`

Area Code

`national`

National Code

`international`

International Code

`glocom_dns_srv_lookup`

gloCOM Use DNS SRV Lookup

`glocomproxy`

gloCOM SIP Proxy

`apusername`

HTTP username

`appassword`

HTTP password

`defaultserver`

Default Server

`announcetrunks`

Announce Trunks

`absolutetimeout`

Absolute Timeout

`cdrvoicemail`

Voicemail in CDRs

`faxformat`

FAX page format

`faxfiletype`

    FAX file type

`enabletcalls`

    Enable Tenant to Tenant calls

`disabletcid`

    Disable CallerID rewrite for tenant to tenant calls

`tenantcid`

    Default CallerID

`tenant_faxcid`

    Default Fax CallerID

`usedefaultcid`

    Use Default CallerID for tenant to tenant calls

`usedidcid`

    Use DIDs as CallerID for tenant to tenant calls

`finde164`

    Find E.164 numbers in DIDs

`recordlimit`

    Number of objects per page (Default: 10)

`showdirosc`

    Show Directory in OSC

`recordglobal`

    Record calls by default

`recordsilent`

    Silent recording by default

`mp3_auto_conv`

Convert recordings to mp3 on generation.

`recordbeep`

Play Periodic Beep

`recordformat`

Recordings format

`audiolang`

Audio Language

`cpark_timeout`

Enhanced Call Parking Timeout (sec)

`cpark_dial`

Enhanced Call Parking Announce Extension

`cpark_goto`

Enhanced Call Parking Timeout Extension

`limitsound`

Play Sound

`limitemail`

International Code

`notifyemail`

International Code

`leavenational`

Leave National Code

`currency`

Currency symbol/ISO code

`currencypos`

Currency writing convention

- **left**: Symbol before amount
- **right**: Symbol after amount

`dialed_num_minimum_length`

Dialed number minimum length

`pstn_mode`

PSTN numbering mode

`callgroups`

Call groups/Pickup Groups (comma separated)

`incominglimit`

Local Channels

`outgoinglimit`

Remote Channels

`conch`

Conference channels

`quech`

Queue channels

`ergch`

Enhanced Ring Groups channels

`aach`

Auto Attendants channels

`zapch`

DAHDI channels

`local_codecs`

Local Codecs

`remote_codecs`

Remote Codecs

`network_codecs`

Network Codecs

`hdcheck`

Login Attempts Check

`hdlockext`

Lock Extension After X Failed Attempts

`hdlockdevice`

Lock Phone After X Locked Extensions

`hdautologout`

Automatic Log Out

`hdlogoutinactive`

Log Out After X Hours of Inactivity

`ringtonelocal`

Ringtone for Local calls

`hidecallerid`

Hide CallerID in OSC

`allowescallerid`

Allow ES CallerID" for Call Forwarding

`enablecnamlookup`

Enable CallerID CNAM lookup

`setcidforgrouphunt`

      Set CallerID for Group Hunt calls

`cidmatchdid`

      Only Allow Trunk CallerID within DID range

`dropanonymous`

      Drop Anonymous calls

`didsaveupdatecid`

      On DID save update ES/CID/Trunks

`forceunknown`

      Do not allow users sending any CallerID

`hideextnodir`

      Hide Extensions with no department (gloCOM)

`custompresencetime`

      gloCOM presence offline delay (min)

`usedynfeatures`

      Use Dynamic Features

`nobillingfwd` **(deprecated and will be soon replaced with cf_call_rating_disable)**

      Disable Billing for Call Forwarding

`cf_call_rating_disable`

      Disable Call Rating for Call Forwarding

`emerg_location_header`

      Emergency Location Header

`max_contacts`

      Maximum Connected Devices

Listing Tenants

Response will consist of an array of tenants with array key being the Tenant ID.

Response fields

`name`

    Tenant Name

`tenantcode`

    Unique Tenant Code

`package`

    Tenant Package ID

`ext_length`

    Extensions length

`country_id`

    Tenant Country ID

`country_code`

    Tenant Country Code

Response

```
{
        "2": {
                "name": "t1.dot.com",
                "tenantcode": "344",
                "package_id": "1",
                "package": "Package 1",
                "ext_length": 3,
                "country_id": "869",
                "country_code": "1",
        },
        "7": {
                "name": "t2.dot.com",
                "tenantcode": "454",
                "package_id": "2",
                "package": "Package 2",
                "ext_length": 3,
                "country_id": "869",
                "country_code": "1",
        }
    }
```

Adding Tenants

Arguments

`tenant_name`

Tenant Name (*Required*)

- Should be a valid FQDN (http://en.wikipedia.org/wiki/FQDN) (*Fully Qualified Domain Name*)

`tenant_code`

Unique 3-digit Tenant Code (*Required*)

`package`
: Tenant Package ID (*Required*)

  - Can be obtained with `package` object

`ext_length`
: Extensions length (*Required*)

  - Can be in range **2-16 ONLY**

`country`
: Country ID (*Required*)

  - Can be obtained with `route` object

`area_code`
: Area Code

`national`
: National Code (*Required*)

`international`
: International Code (*Required*)

`glocom_dns_srv_lookup`
: gloCOM Use DNS SRV Lookup

`glocomproxy`
: gloCOM SIP Proxy

`apusername`
: HTTP username

`appassword`

HTTP password

`defaultserver`

Default Server

`announcetrunks`

Announce Trunks

`absolutetimeout`

Absolute Timeout

`cdrvoicemail`

Voicemail in CDRs

- **2**: As Voicemail
- **1**: As Not Answered calls
- **0**: As Answered calls

`faxformat`

FAX page format

- **letter**
- **legal**
- **A4**
- **auto**

`faxfiletype`

FAX file type

- **1**: Both PDF and TIFF
- **2**: Only PDF
- **3**: Only TIFF

`default_location`

> Default Extension Location (Local=1, Remote=2)

`enabletcalls`

> Enable Tenant to Tenant calls

`disabletcid`

> Disable CallerID rewrite for tenant to tenant calls

`tenantcid`

> Default CallerID

`tenant_faxcid`

> Default Fax CallerID

`usedefaultcid`

> Use Default CallerID for tenant to tenant calls

`usedidcid`

> Use DIDs as CallerID for tenant to tenant calls

`finde164`

> Find E.164 numbers in DIDs

`recordlimit`

> Number of objects per page (Default: 10)

`showdirosc`

> Show Directory in OSC

`recordglobal`

> Record calls by default

`recordsilent`

> Silent recording by default

`mp3_auto_conv`

> Convert recordings to mp3 on generation.

`recordbeep`

> Play Periodic Beep

`recordformat`

> Recordings format

- **gsm**: GSM
- **wav**: WAV
- **wav49**: WAV49
- **g729**: G729 native → GSM
- **ogg**: OGG

`audiolang`

> Audio Language

`cpark_timeout`

> Enhanced Call Parking Timeout (sec)

`cpark_dial`

> Enhanced Call Parking Announce Extension

`cpark_goto`

> Enhanced Call Parking Timeout Extension

`limitsound`

> Play Sound

`limitemail`

> Email for limit

`notifyemail`

Notify email

`leavenational`
Leave National Code

`currency`
Currency symbol/ISO code

`currencypos`
Currency writing convention

- **left**: Symbol before amount
- **right**: Symbol after amount

`dialed_num_minimum_length`
Dialed number minimum length

`pstn_mode`
PSTN numbering mode

`callgroups`
Call groups/Pickup Groups (comma separated)

`localcodecs`
Local Codecs

`remotecodecs`
Remote Codecs

`networkcodecs`
Network Codecs

`hdcheck`
Login Attempts Check

`hdlockext`

Lock Extension After X Failed Attempts

`hdlockdevice`

Lock Phone After X Locked Extensions

`hdautologout`

Automatic Log Out

`hdlogoutinactive`

Log Out After X Hours of Inactivity

`ringtonelocal`

Ringtone for Local calls

`hidecallerid`

Hide CallerID in OSC

`allowescallerid`

Allow ES CallerID" for Call Forwarding

`enablecnamlookup`

Enable CallerID CNAM lookup

`setcidforgrouphunt`

Set CallerID for Group Hunt calls

`cidmatchdid`

Only Allow Trunk CallerID within DID range

`dropanonymous`

Drop Anonymous calls

`didsaveupdatecid`

On DID save update ES/CID/Trunks

`forceunknown`

       Do not allow users sending any CallerID

`hideextnodir`

       Hide Extensions with no department (gloCOM)

`custompresencetime`

       gloCOM presence offline delay (min)

`usedynfeatures`

       Use Dynamic Features

`nobillingfwd` **(deprecated and will be soon replaced with cf_call_rating_disable)**

       Disable Billing for Call Forwarding

`cf_call_rating_disable`

       Disable Call Rating for Call Forwarding

`jbimpl`

       Jitter Buffer (inherit, disabled, fixed, adaptive)

`jbmaxsize`

       Max length (ms)

`jbresyncthreshold`

       Re-sync threshold

`jbtargetextra`

       Target extra

`allowextipauth`

       Allow IP Address Authentication for Extensions (Yes=1, No=0)

`voiceskippin`

       Skip Voicemail PIN Prompt (Yes=1, No=0)

`email_from`

From E-mail

`vm_email_from`

Voicemail From E-mail

`local_channels`

Local Channels

`remote_channels`

Remote Channels

`conferences`

Conferences

`queues`

Queues

`auto_attendants`

Auto Attendants

`dahdi`

DAHDI

`dids_notify_email`

Notification E-mail

`dids_notify_order`

Order By

`es_ambulance`

Ambulance

`es_fire`

Fire

`es_police`

Police

`es_notification_email`

Notification E-mail

`ldap_enabled`

Enable LDAP (Yes=1, No=0)

`ldap_local_exts`

Include System Extensions:(Yes=1, No=0, Not set='')

`ldap_hotdesking`

Enable LDAP For Hot Desking Devices:(Yes=1, No=0, Not set='')

`ldap_tls`

Enable TLS:(Yes=1, No=0)

`ldap_password`

LDAP password

`ldap_search_type`

Contact Search Type

`emerg_location_header`

Emergency Location Header

`max_contacts`

Maximum Connected Devices

Successful Response

```
{
    "success": "Tenant ID: 10",
    "id": 10
}
```

Editing Tenants

Arguments

`status`
   Status (Not Active=0, Active=1, Suspended=2)

The rest of the arguments are identical to the ones in Adding Tenants section, except `ext_length` which cannot be changed. All of them are optional, except:

`server`
   Server ID which must be set to 1

`id`
   Tenant ID

Successful Response

```
{
    "success": "Tenant ID: 10",
    "id": 10
}
```

Deleting Tenants

Arguments

`server`

Server ID which must be set to 1

`id`

Tenant ID

Successful Response

```
{
        "success":"Deleted Tenant ID 19 successfully."
}
```

Listing Trunks & Tenants

Arguments

`tenant`

Tenant ID

Successful Response

```
{
        "primary_trunk":"TestSIP",
        "secondary_trunk":"TestSIP2",
        "tertiary_trunk":"TestSIP3",
        "trunks":"TestSIP,TestSIP2",
        "primary_emerg_trunk":"TestSIP",
        "secondary_emerg_trunk":"TestSIP2",
        "tertiary_emerg_trunk":"TestSIP3",
        "primary_trunk_cid": "1",
        "secondary_trunk_cid": "2",
        "tertiary_trunk_cid": "3"
}
```

Setting Trunks & Tenants

Arguments

`tenant`

    Tenant ID

`trunks`

    List of trunk ID's (comma separated)

`primary_trunk`

    Primary trunk

`secondary_trunk`

    Secondary trunk

`tertiary_trunk`

    Tertiary trunk

`primary_emerg_trunk`

    Primary trunk

`secondary_emerg_trunk`

    Secondary trunk

`tertiary_emerg_trunk`

    Tertiary trunk

Successful Response

```
{
        "success":"Success."
}
```

Adding CLI Routing

Arguments

`tenant`
    Tenant ID (*Required*)

- If PBXware is not running in Tenant Mode, Tenant ID should be set to 1.

`callerid`
    Caller ID (*Required*)

`dest_type`
    Destination type (*Required*)

- 0: Extension
- 1: Multi User
- 2: Ring Group
- 3: IVR
- 4: Queues
- 5: Voicemail
- 6: Remote Access
- 7: Conferences
- 8: Trunk
- 9: Fax to E-mail
- 10: Deny Access (*No value*)
- 11: CRM Routing

`destination`
    Destination value (*Required*)

- If Destination type is Trunk, enter ID of Trunk for Destination value
- If Destination type is CRM Routing, enter ID of CRM Routing rule for Destination value

`matchexplicitly`

Match explicitly (0 or 1) (*Required*)

Successful Response

```
{
        "success":"CLI Routing ID: 3.",
        "id":"3"
}
```

Editing CLI Routing

Arguments

Arguments are identical to the ones in Adding CLI Routing section. All of them are optional, except:

tenant
    Tenant ID

- If PBXware is not running in Tenant Mode, Tenant ID should be set to 1.

cliroutingid
    CLI Routing ID

Successful Response

```
{
        "success":"CLI Routing ID: 3.",
        "id":"3"
}
```

Listing CLI Routing

Arguments

tenant

Tenant ID (*Required*)

- If PBXware is not running in Tenant Mode, Tenant ID should be set to 1.

Successful Response

```
{
        "success": {
                "25": {
                        "callerid":"12334455",
                        "ext":"9999966",
                        "type":"network user (Forward DID)",
                        "matchtype":"1"
                },
                "52": {
                        "callerid":"1234%",
                        "ext":"100",
                        "type":"network user",
                        "matchtype":"0"
                }
        }
}
```

Deleting CLI Routing

Arguments

`tenant`
    Tenant ID (*Required*)

- If PBXware is not running in Tenant Mode, Tenant ID should be set to 1.

`cliroutingid`

CLI Routing ID (*Required*)

Successful Response

```
{
        "success": "CLI Routing successfully deleted!"
}
```

Servers

Supported Methods

configuration
> Server Configuration

Server Configuration

Response will consist of an array of data.

Response fields

`server_name`
> Server Name

`atd`
> Announce Trunks

`absolutetimeout`
> Absolute Timeout

`cdrvoicemail`
> Voicemail in CDRs

`faxformat`
> Fax page format

`recordglobal`

Record calls by default

`recordsilent`

Silent recording by default

`insrecemailtime`

Email instant recording interval (min)

`recordformat`

Recordings format

`hidecallerid`

Hide CallerID in OSC

`allowescallerid`

Allow ES CallerID

`defcallpickupgroup`

Default Call/Pickup Group

`setcidforgrouphunt`

Set CallerID for Group Hunt calls

`map_e164`

Find E.164 numbers in DIDs

`recordlimit`

Number of objects per page (Default: 10)

`country`

Country

`zaptel_zone`

Zaptel Zone

`indications`

Indications

`area_code`

Area code

`national`

National dialing code

`national_leave`

Leave National Code

`international`

International dialing code

`agi_port`

AGI Port

`ldap_usernames`

Allow LDAP usernames

`email_from`

From E-mail

`smtp_type`

Send e-mails thru

`smtp_host`

SMTP IP/Hostname

`smtp_user`

SMTP Username

`smtp_pass`

SMTP Password

`ap_lan`

LAN Hostname/IP

`ap_wan`

WAN Hostname/IP

`incominglimit`

Local Channels

`outgoinglimit`

Remote Channels

`conch`

Conferences

`quech`

Queues

`ergch`

Enhanced Ring Groups

`aach`

Auto Attendants

`zapch`

Zaptel

`alias_prefix`

Extensions alias prefix

`alias_length`

Extensions alias length

`mint`

Monitor (mins)

`rltype`

Reload type

`rtype`

Reload (hours)

`emailto`

Notification e-mail

`zap_sdown`

Shutdown spans on ztcfg

`limit_notify_email`

Notification E-mail

Response

```json
{
    "server_name": "My Server",
    "atd": "no",
    "absolutetimeout": "86400",
    "cdrvoicemail": "0",
    "faxformat": "letter",
    "recordglobal": "yes",
    "recordsilent": "no",
    "insrecemailtime": "10",
    "recordformat": "gsm",
    "hidecallerid": "yes",
    "allowescallerid": "no",
    "defcallpickupgroup": "2",
    "setcidforgrouphunt": "yes",
    "map_e164": "yes",
    "recordlimit": "10",
    "country": "1",
    "zaptel_zone": "uk",
    "indications": "uk",
    "area_code": "0",
    "national": "00",
    "national_leave": "yes",
    "international": "00",
    "agi_port": "4573",
    "ldap_usernames": "no",
    "email_from": "s1@dot.com",
    "smtp_type": "smtp",
    "smtp_host": "out.mail.dot.com",
```

```
        "smtp_user": "bit1",
        "smtp_pass": "po12mn",
        "ap_lan": "www.dot.com",
        "ap_wan": "www.dot.com",
        "incominglimit": "246",
        "outgoinglimit": "246",
        "conch": "246",
        "quech": "246",
        "ergch": "246",
        "aach": "246",
        "zapch": "246",
        "alias_prefix": "1",
        "alias_length": "2",
        "mint": "1",
        "rltype": "none",
        "rtype": "none",
        "emailto": "john_doe@dot.com",
        "zap_sdown": "yes",
        "limit_notify_email": "john_doe@dot.com"
    }
```

Service Plans

Supported Methods

list

List Service Plans

rates

List Service Plan Rates

sms_rates.list

> List Service Plan SMS Rates

sms_rates.edit

> Edit Service Plan SMS Rates

Listing Service Plans

Response will consist of an array of Service Plans with array key being the Trunk ID.

Response fields

`name`

> Service Plan Name

`tbd`

> TBD

`min_charge`

> Minimum charge

`connection_charge`

> Connection charge

`inclusive`

> Total Inclusive Minutes

`inclusive_inbound`

> Apply Inclusive Minutes on Inbound Calls

`grace_period`

> Grace Period

`billing` **(deprecated and will be soon replaced with call_rating)**

> Billing

`call_rating`

Call Rating

Response

```
{
    "1": {
        "name": "Test1",
        "tbd": "0",
        "min_charge": "0.15000",
        "connection_charge": "0.00000",
        "inclusive": "0",
        "inclusive_inbound": 0,
        "grace_period": "0",
        "billing": "1/1",
        "call_rating": "1/1"
    },
}
```

Service Plans Rates

Arguments

`id`

Service Plan ID (*Required*)

`route`

Route ID

`dgroup`

Destination Group ID

- **Note**: Only if `route` is supplied.

Response will consist of an array of Rates with array keys structured as "splan:route:dgroup". If TBD exists, a subarray is created with TBD value as the key.

Response fields

`inbound`
    Inbound Price

`outbound`
    Outbound Price

`inclusives`
    Total Inclusive Minutes

`billing` **(deprecated and will be soon replaced with call_rating)**
    Billing

`call_rating`
    Call Rating

`min_charge`
    Minimum charge

`connection_charge`
    Connection charge

Response (tbd=0)

```json
{
        "1:135:1": {
                "inbound": "100.00000",
                "outbound": "100.00000",
                "inclusives": "0",
                "billing": "1/1",
                "call_rating": "1/1",
                "min_charge": "1.00000",
                "connection_charge": "0.00000"
        },
        "1:135:2": {
                "inbound": "150.00000",
                "outbound": "150.00000",
                "inclusives": "0",
                "billing": "1/1",
                "call_rating": "1/1",
                "min_charge": "1.00000",
                "connection_charge": "0.00000"
        }
}
```

Response (tbd=1)

```json
{
        "1:135:1": {
                "70": {
                        "inbound": "100.00000",
                        "outbound": "100.00000",
                        "inclusives": "1",
                        "billing": "1/1",
                        "call_rating": "1/1",
                        "min_charge": "1.00000",
                        "connection_charge": "0.00000"
                }
        },
        "1:135:2": {
                "70": {
                        "inbound": "150.00000",
                        "outbound": "150.00000",
                        "inclusives": "1",
                        "billing": "1/1",
                        "call_rating": "1/1",
                        "min_charge": "1.00000",
                        "connection_charge": "0.00000"
                }
        }
}
```

Listing Service Plan SMS Rates

Response will consist of an array of SMS Rates for all trunks on given Service Plan with array key being the SMS Trunk ID.

Response fields

`trunk_name`

SMS Trunk Name

`national_sms`

Price for national SMS message for this trunk

`international_sms`

Price for international SMS message for this trunk

`national_mms`

Price for national MMS message for this trunk

`international_mms`

Price for international MMS message for this trunk

`inclusive_messages`

Inclusive messages

Response

```
{
        "3": {
                "trunk_name":"Test",
                "national_sms":0.1,
                "international_sms":0.9,
                "national_mms":0.2,
                "international_mms":1.1,
                "inclusive_messages":"0"
        },
}
```

Editing Service Plan SMS Rates

Arguments

`id`

      Service Plan ID for which rates are edited. (*Required*)

`trunk_id`

      SMS Trunk ID for which rates are edited. (*Required*)

`national_sms`

      Price for national SMS message.

`international_sms`

      Price for international SMS message.

national_mms

      Price for national MMS message.

international_mms

      Price for international MMS message.

inclusive_messages

      Set whether inclusive messages are enabled for national messages. (1=Yes/0=No/''=Not Set)

If editing of SMS trunks' rates is successful a `success` message will be thrown, together with the Trunk ID.

Successful response

```
{
    "success": "Trunk ID: 1",
    "id": 1
}
```

Destinations

Supported Methods

list
> List Destinations

groups
> List Destinations Groups

Listing Destinations

Arguments

`route`
> Route ID

`dgroup`
> Destination Group ID

> - **Note**: Only if `route` is supplied.

Response will consist of an array of Destinations with array key being the Destination ID.

Response fields

`route`
> Route ID

`destination`
> Destination Name

`destination_group`
> Destination Group ID

`codes`
> Subarray of destination codes

Response

```
{
    "135": {
        "route": "135",
        "destination": "GSM BiH",
        "destination_group": "1",
        "codes": [
            {
                "code1": "38762",
                "code2": ""
            },
            {
                "code1": "38761",
                "code2": ""
            }
        ]
    }
}
```

Destinations Groups

Response will consist of an array of Destination Groups with array key being the Destination Group ID.

Response fields

`name`

 Destination Group Name

Response

```
{
        "1": "mobile",
        "2": "proper",
        "17": "freephone",
        "38": "other",
        "40": "premium rate service",
        "297": "special service",
        "481": "pager",
        "826": "Mobile - O2",
        "827": "Mobile - Orange"
}
```

UADs

Supported Methods

list

    List UADs

activate

    Activate UAD

deactivate

    Deactivate UAD

Listing UADs

Response will consist of an array of UADs with array key being the UAD ID.

Response fields

name

    UAD Name

`fullname`

UAD Full Name

`enabled`

UAD status

Response

```
{
  "135": {
    "name": "yealinkt41",
    "fullname": "Yealink T41",
    "enabled": true
  },
  "136": {
    "name": "yealinkt42g",
    "fullname": "Yealink T42G",
    "enabled": false
  },
  "137": {
    "name": "yealinkt46g",
    "fullname": "Yealink T46G",
    "enabled": false
  },
}
```

Activating UAD

Arguments

`server`

Server ID

`id`
    UAD ID

Successful Response

```
{
  "success": "UAD: 89.",
  "id": "89"
}
```

Deactivating UAD

Arguments

`server`
    Server ID

`id`
    UAD ID

Successful Response

```
{
  "success": "UAD: 89.",
  "id": "89"
}
```

Apps

Supported Methods

list
    List Apps

templates
Apps Templates

Listing Apps

Arguments

`server`

Filter DID list by Tenant ID

- If PBXware is running in Tenant Mode this is a required field and must contain a valid Tenant ID.
- ID 1 is always assigned to Master tenant and cannot be used.

Response will consist of an array of Editions and Modules with array key being the Edition/Module name.

Response fields

`total`

Total number of available edition/module slots

`in_use`

Number of slots that are currently used

`extensions`

List of extensions that have the edition/module enabled

Response

```json
{
  "OFFICE": {
    "total": 100,
    "in_use": 2,
    "extensions": [
      100,
      102
    ]
  },
  "BUSINESS": {
    "total": 100,
    "in_use": 2,
    "extensions": [
      100,
      102
    ]
  },
  "WEB": {
    "total": 30,
    "in_use": 3,
    "extensions": [
      100,
      101,
      102
    ]
  },
  "AGENT": {
    "total": 15,
```

```json
      "in_use": 2,
      "extensions": [
        100,
        101
      ]
    },
    "SUPERVISOR": {
      "total": 5,
      "in_use": 1,
      "extensions": [
        100
      ]
    },
    "MOBILE": {
      "total": 15,
      "in_use": 2,
      "extensions": [
        100,
        101
      ]
    },
    "CRM": {
      "total": 15,
      "in_use": 3,
      "extensions": [
        100,
        101,
        102
      ]
```

```
    },
    "Call Popup": {
      "total": 15,
      "in_use": 2,
      "extensions": [
        100,
        101
      ]
    }
  }
```

Apps Templates

Supported Methods

set

 Set Templates for a specific department

list

 List Templates for all departments

Setting Apps Templates

Arguments

`server`

 Tenant/Server ID (*Required*)

`department_id`

 Department ID (*Required*)

`editions`

 List of Editions separated with ,. The following values are accepted: all|none|agent|office|business|operator|supervisor|mobile|web

`modules`

List of Modules separated with ,. The following values are accepted: all|none|crm|call popup|skype|omni channel|customer survey

Successful response

```json
{
    "success": "Department ID: 57",
    "id": 57
}
```

Listing Apps Templates

Arguments

`server`
> Tenant/Server ID (*Required*)

Successful response

```json
{
  "5": {
    "department_id": 5,
    "department_name": "Department 1",
    "editions": "mobile",
    "modules": "crm"
  },
  "6": {
    "department_id": 6,
    "department_name": "Department 2",
    "editions": "business,agent,supervisor",
    "modules": "call popup,skype,crm"
  }
}
```

License

Supported Methods

refresh
Refresh license

last_refreshed
Last time license file was modified

info
License information

License Refresh

Response is string message with status of license refresh request.

Response fields

`status`
Status of license refresh request

Response

```
{
    "status": "License refresh request processed"
}
```

License last refreshed

Response fields

`last_refreshed`
Timestamp when license file was last modified

Response

```
{
    "last_refreshed": "25 Jan 2022 16:53:32"
}
```

License information

The response includes the system edition, version number, enabled applications and limitations that are set in the license.

Example response (in *JSON* format)

```json
{
    "Edition": "Multi-Tenant",
    "Version": "6.5.0.0",
    "Channels": "512",
    "DIDs": "9999",
    "Extensions": "100",
    "Hot Desking": "9999",
    "PSTN Trunks": "20",
    "Tenants": "999",
    "VOIP Trunks": "20",
    "Archiving": "1",
    "Bas": "1",
    "Call Rating": "1",
    "Crm Routing": "1",
    "Did Multi User": "1",
    "Email To Fax": "1",
    "Ext Limits": "1",
    "Max Generic Apps": "1",
    "Pin Based Dialling": "1",
    "Presence Panel": "1",
    "Sms Bandwidth": "1",
    "Sms Module": "1",
    "Touchless Provisioning": "1",
    "Wakeupcall": "1",
    "Web Callback": "1"
}
```

Monitor

Supported Methods

list

    List Monitor extensions

live_calls

    List Live calls

trunks

    List trunks infromation

Monitor extensions

Show Monitor extensions

Arguments

`server`

    Filter extensions by tenant/server

Response fields

`name`

    Extension Name

`ext`

    Extension

`ip`

    Device IP address

`status`

    Either online or offline

`ua`

User-Agent

`dnd`
>Either true or false

`on_call`
>Either true or false

Response

```
{
    "123": {
            "name": "User 530",
            "ext": "530",
            "ip" : "192.168.1.2",
            "status": "online",
            "ua" : "Yealink T41",
            "dnd" : "false",
            "on_call" : "true",
        }
}
```

Live calls

Show Live calls

Arguments

`server`
>Filter extensions by tenant/server

Response fields

`from`

Extension name (extension)

`to`
Extension name (extension)

`timestamp`
Timestamp

Response

```
{
    "1675644925.2": {
                "from": "User1 (203)",
                "to": "User2 (210)",
                "timestamp" : "12334",
        }
}
```

Trunks

Get information about trunks.

Response fields

`id`
Trunk ID

`name`
Trunk name

`ip`
Trunk IP and port

`status`
Trunk status

Response

```
{
        "82": {
                "name": "Trunk",
                "ip": "192.168.60.4:5060",
                "status": "online"
        },
}
```

Departments

Supported Methods

list

List Departments

add

Add Department

edit

Edit Department

delete

Delete Department

Listing Departments

Arguments

`server`

Filter departments by tenant/server

Response will consist of an array of Departments with array key being the Department ID.

Response fields

`name`
> Department Name

Response

```
{
    "1": {
        "name": "Department1"
    },
    "2": {
        "name": "Department2"
    }
}
```

Adding Departments

Arguments

`server`
> Tenant/Server ID (*Required*)

`name`
> Department Name (*Required*)

Successful response

```
{
    "success": "Department ID: 1",
    "id": 1,
    "name": "Department1"
}
```

Editing Departments

Arguments are identical to the ones in Adding Departments section. All of them are optional, except:

`server`
> Tenant/Server ID

`id`
> Department ID

Successful response

```
{
    "success": "Department ID: 1",
    "id": 1,
    "name": "Department1"
}
```

Deleting Departments

Arguments

In order to delete a department, one has to specify:

`server`
> Server/Tenant ID

`id`
  Department ID

Successful response

```
{
    "success": "Deleted Department ID 1 successfully."
}
```

Call Recording

Supported Methods

start
  Start call recording for a specific extension

stop
  Stop call recording for a specific extension

pause
  Pause call recording for a specific extension

unpause
  Unpause call recording for a specific extension

Start/Stop/Pause/Unpause Call Recording

Arguments

Arguments are identical for all listed methods.

`server`
  Server/Tenant ID

- If running in Tenant Mode, make sure this is always greater than 1.

`ext`
    Extension Number

Successful response

```
{
    "success": "Call status updated successfully.",
    "affected_calls": 1
}
```

If no updated calls are detected, the response will be in the same format, with corresponding message and affected_calls set to 0.

Paging Groups

Supported Methods

list
    List Paging Groups

add
    Add Paging Group

edit
    Edit Paging Group

delete
    Delete Paging Group

Listing Paging Groups

Arguments

`server`
    Filter paging groups by tenant/server

Response will consist of an array of Paging Groups with the array key being the Paging Group ID.

Response fields

`name`
> Paging Group Name

`number`
> Paging Group Number

`quiet`
> Quiet Mode (Yes=1, No=0)

`destinations`
> Extensions associated with the Paging Group

Response

```
{
    "11279": {
        "name": "Test Paging Group",
        "number": 110,
        "quiet": 0,
        "destinations": [
            100,
            101,
            102
        ]
    },
    "11335": {
        "name": "Test Paging Group 2",
        "number": 111,
        "quiet": 1,
        "destinations": [
            103,
            104
        ]
    }
}
```

Adding Paging Groups

Arguments

`server`
Tenant/Server ID (*Required*)

`name`

Paging Group Name (*Required*)

`number`

Paging Group Number (*Required*)

`quiet`

Quiet Mode (Yes=1, No=0)

`destinations`

Extensions associated with the Paging Group (comma separated)

Successful response

```
{
    "success": "Paging Group ID: 11279",
    "id": 11279
}
```

Editing Paging Groups

Arguments are identical to the ones in <u>Adding Paging Groups</u> section. All of them are optional, except:

`server`

Tenant/Server ID

`id`

Paging Group ID

Successful response

```
{
    "success": "Paging Group ID: 11279",
    "id": 11279
}
```

Deleting Paging Groups

Arguments

In order to delete a paging group, one has to specify:

`server`
> Server/Tenant ID

`id`
> Paging Group ID

Successful response

```
{
    "success": "Deleted Paging Group with ID 11279 successfully."
}
```

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