Web Services API Reference

Contacts API

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Contacts API

Contents

Attributes

The following attributes are available for the contact object. Note that the presence or absence of each attribute is determined by resource type (as described in the table below). Note also that any of the attributes can be used to filter the results of the query and can be specified together in a logical "AND" operation. For instance, GET /contacts&type=User will return all users. GET /contacts?firstName=Joe&lastName=Johnson&userName=joej will return all contacts named "Joe Johnson" with the user name "joej."

Attribute	Type	Description	Access Level	Resource Type
id	String	The unique ID of the contact record.	GET	Custom, Queue, User
name	String	The name of this contact (for example, this could be the name of a queue or the first name/last name of a user).	GET for all PUT, POST, DELETE for contacts of type "Custom" only	Custom, Queue, User
type	String	Possible values are: Custom, Queue, User	GET	Custom, Queue, User
phoneNumber	String	The phone number at which this contact can be reached.	GET for all PUT, POST, DELETE for contacts of type "Custom" only	Custom, Queue, User
userName	String	The contact's user name.	GET	User
firstName	String	The contact's first name.	GET	User
lastName	String	The contact's last name.	GET	User
employeeId	String	The contact's employee ID.	GET	User

Operations

The following operations are available for the **/contacts** URI:

Operation	Description	Permissions
GET	Retrieves a list of all contacts in the system. Currently this includes queues, users, as well as any "custom" contacts added via the provisioning API.	• Contact Center Admin • Agent
POST	Creates a new contact of "custom" type.	Contact Center Admin
PUT	Modifies a contact of "custom" type (other types are read-only).	Contact Center Admin
DELETE	Removes a contact of "custom" type.	Contact Center Admin

Example

The following creates a new "custom" contact:

```
POST /contacts
{
    "name":"Some Contact"
    "type":"Custom"
    "phoneNumber":"xxx-xxx-xxxx"
}
```

The following retrieves only "custom" contacts:

```
GET /contacts?type=custom
{
   contacts:[
        {
            "id":"Some unique id",
            "name":"Some Contact",
            "type":"Custom",
            "phoneNumber":"xxx-xxx-xxxx"
        }, etc
   ]
}
```