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Web Services API Reference

Queues API

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Queues API

Contents

- [1 Queues API](#)
 - [1.1 Attributes](#)
 - [1.2 Operations](#)
 - [1.3 Call Recording Settings](#)

Attributes

Name	Type	Description	Required
id	String	Queue ID.	N
name	String	Queue name.	Y
description	String	Queue description.	N
channel	String	A name of the channel this queue belongs to.	Y
phoneNumber	String	Phone number this queue is assigned to.	Y*
internal	Boolean	A flag showing if this queue is an internal queue or it has an external phone number assigned.	Y*

***Note:** External phone numbers can be only assigned to external queues. For example, if you specify the "phoneNumber" attribute when creating a queue, you are not allowed to set the "internal" flag to "true". Conversely, if you set the "internal" flag to "true", you are not allowed to set the "phoneNumber" attribute - the queue number will be generated automatically in the following format: "0XXXX", where XXXX is any number from 4000 to 9999.

Subresources

Attribute	Type	Description
settings	Object	Settings object for this queue.
routingTemplate	Object	The entire routing template object this queue is associated with.

Operations

List

This operation retrieves all available queues for a contact center.

Method

GET

Request mapping

.../api/v2/queues?fields={fields}&[resolveUris={resolveUris}]

Permissions

Contact Center Admin

Request parameters

Name	Required	Description
fields	Y	A comma-separated collection of object fields (or a "*" for all fields) to be retrieved.
resolveUris	N	A comma-separated collection of object URIs (or a "*" for all URIs) to be resolved.

Example

Request:

GET .../api/v2/queues?fields=*

Response:

```
{
  "statusCode":0,
  "queues":[{
    "id":"...",
    "name":"...",
    "channel":"voice",
    ...
  },{
    "id":"...",
    "name":"...",
    "channel":"voice",
    ...
  },{
    ...
  },
  {
    "id":"...",
    "name":"...",
    "channel":"voice",
    ...
  }
]
```

List URI's

This operation retrieves URIs for all available queues for a contact center.

Method

GET

Request mapping

.../api/v2/queues

Permissions

Contact Center Admin

Example

Request:

GET .../api/v2/queues

Response:

```
{
  "statusCode":0,
  "uris":[
    "http://.../api/v2/queues/<queue1_id>",
    ...
    "http://.../api/v2/queues/<queueN_id>"
  ]
}
```

Read

Reads an existing queue from the current contact center.

Method

GET

Request mapping

.../api/v2/queues/{id}?[fields={fields}]&[resolveUris={resolveUris}]

Permissions

Contact Center Admin

Request parameters

Name	Required	Description
id	Y	The ID of the queue.

Name	Required	Description
fields	N	A comma-separated collection of object fields (or a "*" for all fields) to be retrieved.
resolveUris	N	A comma-separated collection of object URIs (or a "*" for all URI's) to be resolved.

Example

Request:

GET .../api/v2/queues/<queue_id>?resolveUris=true

Response:

```
{
  "statusCode":0,
  "queue":{
    "id":"...",
    "name":"...",
    "description":"...",
    "channel":"voice",
    "internal":true,
    "phoneNumberDetails": {...},
    "phoneNumber":"03445"
  }
}
```

Call Recording Settings

Request mapping

.../api/v2/queues/{id}/settings/call-recording

Permissions

- Contact Center Admin

Request parameters

Name	Required	Descriptin
id	Yes	ID of a queue.

Read

Retrieves call recording settings for a queue.

Method

GET

Example

Request:

GET .../api/v2/queues/<queue_id>/settings/call-recording

Response:

```
{
  "statusCode":0,
  "key":"callRecording",
  "settings":{
    "callRecording":{
      "percentage":80
    }
  }
}
```

Update

Updates call recording settings for a queue.

Method

PUT

Example

Request:

PUT .../api/v2/queues/<queue_id>/settings/call-recording

```
{
  "percentage":75
}
```

Response:

```
{
  "statusCode":0
}
```