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Web Services API Reference

Skills API

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Skills API

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Attributes

The following attributes are supported for Skill objects.

Attribute	Type	Description	Access level
name	String	The name of the skill.	POST, GET
description	String	A detailed description.	POST, GET

Operations

Read contact center skills

Returns URIs of all skills of current contact center.

Method

GET

Request mapping

.../api/v2/skills

Permissions

Contact center administrator

Examples

Request:

GET .../api/v2/skills

Response:

```
{
  "statusCode": 0,
  "uris":
  [
    "http://localhost:8080/api/v2/skills/8e8fbe93-a8e5-4997-a939-0e245c30f97c",
    "http://localhost:8080/api/v2/skills/9d81193d-9f8a-4bce-9e58-1f586505328d"
  ]
}
```

If you need detailed information, use the **?fields=*** request parameter. Note that the "description" field will be absent in the response if it wasn't created for the skill.

Request:

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

Response:

```
{
  "statusCode": 0,
  "skills":
  [
    {
      "id": "8e8fbe93-a8e5-4997-a939-0e245c30f97c",
      "name": "Might",
      "description": "Brandishing of heavy and sharp long iron bars.",
      "level": "0"
    },
    {
      "id": "9d81193d-9f8a-4bce-9e58-1f586505328d",
      "name": "Magic",
      "description": "Declaiming of strange phrases and making funny gestures to cast fireballs and etc.",
      "level": "0"
    }
  ]
}
```

Read a specified skill

Read the specified skill.

Method

GET

Request mapping

.../api/v2/skills/{id}

Permissions

Contact center administrator

Examples

Request:

GET .../api/v2/skills/<skill_id>

Response:

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

Read a user skill

Reads the specified skill of the specified user.

Method

GET

Request mapping

.../api/v2/users/{user_id}/skills/{skill_id}

Permissions

Contact center administrator

Examples

Request:

GET .../api/v2/users/{user_id}/skills/{skill_id}

Response:

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

Read user skills

Reads all skills of the specified user.

Method

GET

Request mapping

.../api/v2/users/{user_id}/skills

Permissions

Contact center administrator

Examples

Request:

GET .../api/v2/users/{user_id}/skills

Response:

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

Read a skill of the current user

Reads the specified skill of the current user.

Method

GET

Request mapping

.../api/v2/me/skills/{skill_id}

Permissions

- Contact center administrator
- Contact center agent

Examples

Request:

GET .../api/v2/me/skills/{skill_id}

Response:

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

Read all skills of the current user

Reads all skills of the current user.

Method

GET

Request mapping

.../api/v2/me/skills

Permissions

- Contact center administrator
- Contact center agent

Examples

Request:

GET .../api/v2/me/skills

Response:

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