Web Services API Reference

Users API

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Users API

Contents

Attributes

Attribute	Type	Description	Access Level
userName	String	The user's e-mail address.	GET, POST, DELETE
password	String	The user's password (if allowed).	POST, PUT
firstName	String	The user's first name.	GET, POST, PUT
lastName	String	The user's last name.	GET, POST, PUT
roles	Array of Strings	User roles. Currently 'ROLE_ADMIN' and/or 'ROLE_AGENT'. Note that on PUT, the roles specified will be the new role set. It is not a "diff" operation.	GET, POST, PUT
skills	Array of Skill objects	The list of skills that are assigned to a user.	GET (subresources=* must be specified)
devices	Array of Device objects	The list of devices that are assigned to a user.	GET (subresources=* must be specified)
doNotDisturb	FlagV2 Enum	Denotes whether "Do Not Disturb" status is on or off for this user.	GET
changePasswordOnFirstLogin	Boolean	Possible values are True and False. If set to True, the user will be required to change their password when they log in. Default value is False.	GET, POST, DELETE

Operations

The following operations are supported for the **/users** resource:

Operation	Description	Permissions	Arguments
GET	Returns URIs for all agents in the contact center.	• Contact Center Admin • Agent	• fields=*: Will return all fields for every user instead of URI. • subresources=*: Will return all fields and all subresources (for

Operation	Description	Permissions	Arguments
			example, devices, skills) for every user.
POST	Creates a user.	Contact Center Admin	

The following operations are supported for the **/users/{id}** resource:

Operation	Description	Permissions	Arguments
GET	Returns the user specified by the ID.	• Contact Center Admin • Agent	subresources=*: Will return all subresources (for example, devices, skills) assigned to the given user.
POST	Updates the user specified by the ID.	• Contact Center Admin • Agent	
DELETE	Deletes the user specified by the ID.	• Contact Center Admin • Agent	