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Web Services API Reference

Features

Features

This is part of the [API Basics](#) section of the [Web Services API](#).

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Overview

The features resource allows the client application to determine which functionality is available in the current contact center. This data can then be used to draw the UI as appropriate for the feature set that is supported for the current contact center.

A *feature* represents a set of functionality that may include channels, services, resources, sets of operations, settings groups, and so on. Anything that is needed for the feature to function successfully should be available when a feature is enabled for the contact center. When a feature is disabled, the API behaves as if this set of functionality does not exist. This returns results such as 404 errors when relevant resources are accessed, settings groups are not visible in lists, and operations return with `invalid operation` errors.

Operations

Two resources are available in the API to support this functionality:

- `api/v2/system/features` represents all features available in the system.
- `api/v2/features` represents the set of features for a given contact center.

The following operations are available for **/features**

| Operation | Description | Permissions |
|-----------|--|--|
| GET | Returns a list of URIs for the features assigned to this contact center. The parameter <code>fields=*</code> causes full feature descriptions to be returned instead of URIs. | <ul style="list-style-type: none">• Contact Center Admin• Agent |

The following operations are available for **/system/features**

| Operation | Description | Permissions |
|-----------|---|--|
| GET | Returns a list of URIs for all of the features available in the system. The parameter <code>fields=*</code> causes full feature descriptions to be returned instead of URIs. | <ul style="list-style-type: none">• Contact Center Admin |

Important

Features

The full feature set is defined by Web Services and is not modifiable.

The following operations are available for `/features/{id}`

| Operation | Description | Permissions |
|-----------|--|--|
| GET | Returns the full feature description. | <ul style="list-style-type: none">Contact Center AdminAgent |
| DELETE | Removes the feature from the contact center. | <ul style="list-style-type: none">Cloud Admin |

Attributes

The following attributes are supported for each feature:

| Attribute | Type | Description | Access |
|-------------|--------|--|--------|
| id | String | The name of the feature (this is also the unique identifier and should be in a URI-compatible format). | GET |
| displayName | String | Name that describes the feature. | GET |
| description | String | Description of the feature. | GET |

Supported Features

The following features are currently supported. If a feature is marked Y under **Assigned by default**, all contact centers will have this feature assigned.

Important

Currently, default features cannot be unassigned.

| Name | Description | Assigned by default |
|-----------------------|---------------------------|---------------------|
| api-provisioning-read | General provisioning read | Y |

Features

| Name | Description | Assigned by default |
|--------------------------------------|---|---------------------|
| api-provisioning-write | General provisioning write | Y |
| api-voice | API for the voice channel | Y |
| api-voice-recording | API for voice recording | N |
| ui-supervisor-provisioning-routing | Supervisor UI to provision routing | Y |
| ui-supervisor-provisioning-skill | UI to provision skills | Y |
| ui-supervisor-reporting | Supervisor UI to display 'Reports' tab (contact center statistics) | Y |
| ui-supervisor-provisioning-user | Supervisor UI to display 'Agents' tab | Y |
| ui-supervisor-details-tab | Supervisor UI to display 'Details' tab | N |
| ui-supervisor-recording | UI to view call recordings | Y |
| api-multimedia-chat | API for chat channel | N |
| api-multimedia-email | API for email channel | N |
| api-multimedia-workitem | API for workitem channel | N |
| api-multimedia-facebook | API for facebook channel | N |
| api-multimedia-twitter | API for twitter channel | N |
| api-ucs-voice | API for voice integration with ucs | N |
| api-supervisor-recording | API For Call Recording Supervisor | Y |
| api-supervisor-monitoring | API For Supervisors to Monitor Agent Calls | N |
| api-supervisor-agent-control | API For Supervisors to Control Agent State | N |
| ui-supervisor-add-user | Supervisor UI to allow creation/deletion of users | N |
| ui-supervisor-edit-user | Supervisor UI to allow editing of users | Y |
| ui-supervisor-case-data | Supervisor UI - Enable configuration of Case Data in CC Settings | N |
| ui-supervisor-toast-data | Supervisor UI - Enable configuration of Toast Data in CC Settings | N |
| ui-supervisor-service-level-settings | Supervisor UI - Enable configuration of Queue & Skill Service Level settings in CC Settings | N |
| ui-supervisor-untimed-wrapup | Supervisor UI - Enable configuration of 'untimed' wrap up time option in CC Settings | N |
| api-screen-recording | API for Agent Screen Recording | Y |
| api-vcc-outbound-call-recording | Enables attached data with unique id for VCC call recording | N |

Features

| Name | Description | Assigned by default |
|-----------------------------------|--------------------------------------|---------------------|
| | solution | |
| api-user-account-management-email | API for account management via email | N |
| api-devices-webrtc | API support for WebRTC devices | N |