Web Services API Reference

FindPhoneCall

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FindPhoneCall

This operation is part of the UCS Integration with Voice API section of the Web Services API.

Overview

This operation finds or creates a phone call.

Request URL	/api/v2/ucs/interactions
HTTP method	POST
Required features	api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	FindPhoneCall	Yes
callId	The ID of the call.	Yes
status	The status of the call. Valid values are "New", "Pending", "InProcess", or "Stopped".	Yes
phoneNumber	The phone number to use for identification.	Yes
contactId	The contact ID to use to associate with the interaction.	No
type	The type of call. Valid values are "Unknown", "Internal", "Inbound", "Outbound", or "Consult".	Yes
parentId	The parent interaction ID with which to associate this phone call.	No
threadId	The thread ID with which to associate this phone call.	No
subject	The interaction subject.	No
userData	The attached data to use for identification.	No

Sample

Request

```
POST /api/v2/ucs/interactions
{
    "operationName": "FindPhoneCall",
    "callId":"1231331",
    "status":"InProcess",
    "contactId":"0000DaA3G4VF000Q",
    "phoneNumber":"1231231231",
    "type":"Inbound",
    "parentId":"XXXDDDD",
    "threadId":"A34XX6BA0FX",
    "userData":{"key1":"value1","key2":"value2"}
}
```

HTTP response

```
{
    "statusCode": 0,
    "referenceId":123
}
```

CometD notifications

Success

```
{
 "referenceId": 123,
 "messageType": "createInteractionResponse",
 "interactionId": "0000DaA3G4VF000Q",
 "isCreated": "true"
}
```

Error

```
{
 "referenceId": 123,
 "messageType": "createInteractionResponse",
 "errorMessage": "UCS request failed"
}
```