



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

What are operations?

4/22/2025

What are operations?

The typical core requests in a REST API include create, read, update, and delete; however, there are several areas of the Web Services API where the design departs from these core requests on resources.

Many of the APIs that make up the Web Services API have differing requests for a particular resource that must be processed asynchronously. To accommodate these requests, Web Services API introduces the notion of an "operation". If a Web Services resource supports this concept, then you can send a POST request with the name of the operation to be executed, along with any supporting parameters it requires.

You'll find that operations are implemented across the Web Services API for a variety of resources.

Consider the Voice API, where the majority of the traditional voice functionality, such as agent state manipulation and call control, is implemented in this manner. For example, the **call resource** supports operations such as **Dial**, **Answer**, and **Hangup**, while the **device resource** supports operations such as **Ready** and **NotReady**.

If an operation is required for a particular request, it's listed in the "Parameters" table on the request page:

Parameter	Value
operationName	Answer

To use an operation, just include the operation name in the POST body:

```
POST api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES000000C
{
  "operationName": "Answer"
}
```