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Web Services API Reference

Dial

5/1/2025

Dial

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

Overview

Initiates a new outbound call to the specified destination.

Request URL	/api/v2/me/devices/{id}/calls
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Dial
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the location attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.
outboundCallerId	An optional parameter that is used by Web Services to set the outbound caller Id attribute for the corresponding T-Server requests.

Sample 1

Request

POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1/calls

```
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response

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

CometD notification

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"012PUFMMS0ASNAK4807GK2LAES000004",
      "state":"Dialing",
      "callUuid":"012PUFMMS0ASNAK4807GK2LAES000004",
      "connId":"007102719260b004",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"15002",
          "phoneNumber":"15002",
          "digits":"15002"
        }
      ],
      "dnis":"15002",
      "callType":"Internal",
      "capabilities":[
        "SendDtmf",
        "DeleteUserData",
        "AttachUserData",
        "DeleteUserDataPair",
        "Hangup",
        "UpdateUserData"
      ],
      "duration":"0",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES000004",
      "path":"/calls/012PUFMMS0ASNAK4807GK2LAES000004"
    },
    "phoneNumber":"15000",
    "extensions":{
      "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}
```

Sample 2

This sample includes a key/value pair with the Dial request:

Request

```
POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1/calls
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "15002"
  },
  "userData": {
    "CustomerSegment": "Gold"
  }
}
```

HTTP response

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

CometD notification

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"012PUFMMS0ASNAK4807GK2LAES0000004",
      "state":"Dialing",
      "callUuid":"012PUFMMS0ASNAK4807GK2LAES0000004",
      "connId":"007102719260b004",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"15002",
          "phoneNumber":"15002",
          "digits":"15002"
        }
      ],
      "dnis":"15002",
      "callType":"Internal",
      "capabilities":[
        "SendDtmf",
        "DeleteUserData",
        "AttachUserData",
        "DeleteUserDataPair",
        "Hangup",
        "UpdateUserData"
      ],
      "userData":{
        "CustomerSegment":"Gold"
      },
      "duration":"0",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES0000004",
      "path":"/calls/012PUFMMS0ASNAK4807GK2LAES0000004"
    }
  }
}
```

```
    },
    "phoneNumber": "15000",
    "extensions": {
      "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
}
```