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Web Services API Reference

`GetStandardResponse`

5/3/2025

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GetStandardResponse

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

Overview

The following requests retrieve information about Standard Responses

Getting Root Categories

Getting All Root Categories

This operation is intended for downloading of all Root Categories information.

Request

Request URL	/api/v2/platform/contactserver/RequestGetRootCategories
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
language	Optional. CME configured Language

Sample

POST api/v2/platform/contactserver/RequestGetRootCategories

Response

```
{
  "data": {
    "categories": [
      {
        "categoryId": "0000TaBD9C27H3BM",
        "description": "Description",
        "language": "English",
        "modifiedDate": "2016-07-15T06: 05: 42.802Z",
        "name": "rootName2",
        "status": "Approved",
        "type": 2
      },
      {

```

```
        "categoryId": u'0000TaBD9C27H3BJ",
        "description": u'Description",
        "language": u'English",
        "modifiedDate": u'2016-07-15T06: 05: 42.680Z",
        "name": u'rootName1",
        "status": "NotApproved",
        "type": 2
    }
    ...
]
},
"response": "EventGetRootCategories",
"statusCode": 0
}
```

Getting Approved Root Categories

This operation is intended for downloading only approved Root Categories information.

Request

Request URL	/api/v2/platform/contactserver/GetApprovedRootCategories
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
language	Optional. CME configured Language

Sample

POST api/v2/platform/contactserver/GetApprovedRootCategories

Response

```
{
  "data": {
    "categories": [
      {
        "categoryId": "0000TaBD9C27H3BM",
        "description": "Description",
        "language": "English",
        "modifiedDate": "2016-07-15T06: 05: 42.802Z",
        "name": "rootName2",
        "status": "Approved",
        "type": 2
      },
      ...
    ]
  },
  "response": "EventGetRootCategories",
  "statusCode": 0
}
```

Getting Specific Category

Getting Category

This operation is intended for downloading of the Category and category sub tree from server to client. Only Id, StandardResponseId, and TheName attributes are returned for each SRL.

Request

Request URL	/api/v2/platform/contactserver/RequestGetCategory
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
categoryId	root Category to start from. Only sub-categories of this category will be returned.
returnChildrenCategories	Optional. Value can be true or false. Returns information about subcategories.
returnChildrenSRInfo	Optional. Value can be true or false. Returns the TheName and Id fields for children standard responses.

Sample

```
POST api/v2/platform/contactserver/RequestGetCategory
{
  "categoryId" : "0000964FFCA97AE2"
  "returnChildrenCategories" : true,
  "returnChildrenSRInfo" : true,
}
```

Response

```
text
{
  "statusCode": 0,
  "response": "EventGetCategory",
  "data": {
    "category": {
      "name": "Bank Filial One",
      "type": 1,
      "status": "NotApproved",
      "description": "",
      "modifiedDate": "2015-07-08T19:22:22.941Z",
      "childrenCategories": [
        {
          "name": "Banking",
          "type": 0,
          "status": "NotApproved",
          "description": "",
          "modifiedDate": "2015-07-08T19:22:23.347Z",
```

```
    "childrenCategories": [
      {
        "name": "Deposits and Transfers",
        "type": 1,
        "status": "Approved",
        "description": "",
        "modifiedDate": "2015-07-08T19:22:23.565Z",
        "childrenCategories": [
          ...
        ]
      },
      {
        "name": "Account Access and Balances",
        "type": 1,
        "status": "Approved",
        "description": "",
        "modifiedDate": "2015-07-08T19:22:23.362Z",
        "childrenCategories": [
          {
            ...
          }
        ],
        "categoryId": "0000MaARQ0HD0P2C"
      },
      ...
    ]
  }
}
}
```

Getting Approved Category

This operation is intended for downloading of the approved Category and category sub tree from server to client. Only Id, StandardResponseId, and TheName attributes are returned for each SRL.

Request

Request URL	/api/v2/platform/contactserver/ GetApprovedCategory
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
categoryId	root Category to start from. Only sub-categories of this category will be returned.
returnChildrenCategories	Optional. Value can be true or false. Returns

Parameter	Value
	information about subcategories.
returnChildrenSRInfo	Optional. Value can be true or false. Returns the TheName and Id fields for children standard responses.

Sample

POST api/v2/platform/contactserver/GetApprovedCategory

```
{
  "categoryId" : "0000964FFCA97AE3"
  "returnChildrenCategories" : true,
  "returnChildrenSRInfo" : true,
}
```

Response

```
text
{
  "statusCode": 0,
  "response": "EventGetCategory",
  "data": {
    "category": {
      "name": "Bank Filial One",
      "type": 1,
      "status": "Approved",
      "description": "",
      "modifiedDate": "2015-07-08T19:22:22.941Z",
      "childrenCategories": [
        {
          "name": "Banking",
          "type": 0,
          "status": "Approved",
          "description": "",
          "modifiedDate": "2015-07-08T19:22:23.347Z",
          "childrenCategories": [
            {
              "name": "Deposits and Transfers",
              "type": 1,
              "status": "Approved",
              "description": "",
              "modifiedDate": "2015-07-08T19:22:23.565Z",
              "childrenCategories": [
                ...
              ]
            }
          ]
        },
        {
          "name": "Account Access and Balances",
          "type": 1,
          "status": "Approved",
          "description": "",
          "modifiedDate": "2015-07-08T19:22:23.362Z",
          "childrenCategories": [
            {
              ...
            }
          ]
        }
      ],
      "categoryId": "0000MaARQ0HD0P3B"
    },
    {
      "name": "Account Access and Balances",
      "type": 1,
      "status": "Approved",
      "description": "",
      "modifiedDate": "2015-07-08T19:22:23.362Z",
      "childrenCategories": [
        {
          ...
        }
      ],
      "categoryId": "0000MaARQ0HD0P2E"
    }
  ],
}
```

```
    },
    ...
  ]
  "childrenStdResponses": [
    {
      "id": "0000MaARQ0HD0P09",
      "standardResponseId": "0000MaARQ0HD0P0G",
      "theName": "ClassResults"
    }
  ]
}
}
```

Getting Specific Standard Response

This operation is intended for downloading of the Standard Response content from server to client.

Request

Request URL	/api/v2/platform/contactserver/ RequestGetStandardResponse
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
standardResponseId	The ID of the standard response.
version	Optional. The standard response version to get. If no version, use version=0.
language	Optional. Value can be true or false. When specifying the version, return the attachment summaries without content, if any.

Sample

```
POST api/v2/platform/contactserver/RequestGetStandardResponse
{
  "standardResponseId" : "000035D906AC2A2E",
  "version" : 1,
  "attachments" : false
}
```

Response

```
{
  "statusCode" : 0,
  "response" : "EventGetStandardResponse",
  "data" : {
    "standardResponse" : {
      "id" : "00008F9BF55A394F",
      "mimeType" : "mimetype",

```

```

    "theName" : "thename",
    "description" : "description",
    "standardResponseId" : "000035D906AC2A2E",
    "modifiedDate" : "2015-10-28T12:34:16.973Z",
    "version" : 2,
    "ownerId" : 2,
    "tenantId" : 1,
    "subject" : "subject",
    "startDate" : "2015-10-28T12:34:16.973Z",
    "ackUsageType" : "ackusagetype",
    "agentDesktopUsageType" : "agentdesktopusagetype",
    "autoRespUsageType" : "autorespusagetype",
    "emailOutUsageType" : "emailoutusagetype",
    "voiceAutoRespUsageType" : "voiceautorespusagetype",
    "wssusageType" : "wssusagetype",
    "customFieldCodes" : "customfieldcodes",
    "expirationDate" : "2015-10-28T12:34:16.973Z",
    "structuredBody" : "structuredbody",
    "attachments" : [ {
        "documentId" : "0000258379D81822",
        "mimeType" : "mimetype",
        "theName" : "thename",
        "theSize" : 1,
        "description" : "description"
    } ],
    "lang" : "lang",
    "categoryId" : "0000662907FF57B0",
    "status" : "status",
    "isActive" : true,
    "body" : "body"
}
}
}

```