Web Services API Reference

Settings

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Settings

The *settings* resource is intended for configuration tasks that modify the behavior of existing functionality. This resource contains a list of URI's that correspond to named settings groups. Each of these groups has its own attributes and security settings.

Operations

The following operations are supported by **/settings**:

Operation	Description	Permissions
GET	Returns a list of all available settings groups for the contact center	Contact Center Admin

Attributes

The following attributes are supported for each item that is returned by GET **/settings**:

Attribute	Type	Description	Access
uri	String	The URI to the settings group.	GET
displayName	String	Name that describes the settings group.	GET

Example

The following sample will return a list of all settings groups for the contact center:

```
GET /api/v2/settings

{
      settings:[{
            "displayName":"Agent States",
            "uri":"http://.../api/v2/settings/agent-states"
      },{
            "displayName":"Dispositions",
            "uri":"http://.../api/v2/settings/dispositions"
      }]
}
```

> **Important**
>
> Settings groups are different from features. Enabling a feature for the contact center may result in particular settings groups becoming available.

Each setting group may return the attribute "key" along with a setting array. This attribute will specify which of the setting attributes should be used as a key to identify the setting during modification (PUT) requests. If the "key" attribute is not present, "name" will be the default identifying attribute.

Supported Settings Groups

The supported Settings Groups are General and Agent States.

General

This group is available under the following URI: `http://<host:port>/api/v2/settings/general-settings`. It contains the following attributes:

Attribute	Type	Description
countryCode	String	A two-character country code for the Contact Center.
countryDigits	String	A numerical country prefix for phone numbers.
countryName	String	Country name.

Agent States

Agent state is accessible by using **/settings/agent-states**. It allows the Contact Center Admin to define custom agent states that include reason codes.

Operations

The following operations are supported for the **/settings/agent-states** resource:

Operation	Description	Permissions
GET	Returns a list of all available agent states for the contact center	Contact Center Admin, Agent
POST	Creates a new agent state description.	Contact Center Admin
PUT	Modifies an existing agent state.	Contact Center Admin
DELETE	Removes an agent state description from the system.	Contact Center Admin

Attributes

The following attributes are supported for each agent state descriptor:

Attribute	Type	Description	Access	Required
id	String	The unique ID (GUID) for the agent state. This ID is included in the userState of device change messages when an agent state is matched.	GET	Y
operationName	String	The unique operation name that will be used to set this state (for example, OutToLunch).	GET, POST, PUT	Y
displayName	String	Name for the state.	GET, POST, PUT	Y
state	Enum	The actual T-Server state (Ready/NotReady).	GET, POST, PUT	Y
workMode	Enum	An after call work mode. Note that modes are applicable to particular states. For Ready: ManualIn/AutoIn/ReturnBack. For NotReady: AfterCallWork/AuxWork/LegalGuard/NoCallDisconnect/WalkAway. This should be enforced by the API.	GET, POST, PUT	N
reason	String	The reason for the agent's state (if specified, it must be unique as it will be used as a reason code).	GET, POST, PUT	N

Examples

Each contact center will initially have five agent state descriptions for the basic Ready/Not Ready/Offline operations that are currently in use. These five operations are read only. They cannot be deleted or modified:

```
{ "key" : "operationName",
  "settings" : [ { "displayName" : "AfterCallWork",
        "id" : "D3663509-3D82-4DD3-A82E-2EA8EFA02AEF",
        "operationName" : "AfterCallWork",
        "state" : "NotReady",
        "workMode" : "AfterCallWork"
    },
    { "displayName" : "AuxWork",
        "id" : "2B36138D-C564-4562-A8CB-3C32D564F296",
        "operationName" : "AuxWork",
        "state" : "NotReady",
        "workMode" : "AuxWork"
    },
    { "displayName" : "Not Ready",
        "id" : "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
        "operationName" : "NotReady",
        "state" : "NotReady"
    },
    { "displayName" : "Offline",
        "id" : "0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
        "operationName" : "Offline",
        "state" : "Logout"
    },
    { "displayName" : "Ready",
        "id" : "9430250E-0A1B-421F-B372-F29E69366DED",
        "operationName" : "Ready",
        "state" : "Ready"
    }
  ],
  "statusCode" : 0
}
```

To add a new "Not Ready" state called "Out to lunch":

```
POST /settings/agent-states

{
    "operationName":"OutToLunch",
    "displayName":"Not Ready - Out to lunch",
    "state":"NotReady",
    "reason":"OutToLunch"
}
```

To modify the display name of the "OutToLunch" state described above:

```
PUT /settings/agent-states

{
    "operationName":"OutToLunch",
    "displayName":"Not Ready - Lunch!"
}
```