Web Services API Reference

Calls API

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Calls API

Contents

Attributes

The following attributes will be present for "voice" channel interactions:

Attribute	Type	Description	Access Level
state	String	The current call state (Dialing, Held, Established, and so on).	GET
capabilities	Array of Strings	A list of capabilities at the current state. For example, if the current state is "Dialing", the list might be ["HangUp", "Hold"].	GET
deviceUri	URI	Link to the device for which this state is applicable.	GET
participants	Array of Strings	A collection of participants.	GET
ani	String	If this is an external call, the ani attribute will hold the number from which this call originated.	GET
participantsInfo	Array of Objects	If the participant number contains +country_code, this will contain a list of structures, each of which will be: "country"—country infromation of the phone number in the JSON format: "country":{"name":"United States","code":"US","callingCode":"1"} "location"—region of the phone number. "localPhoneNumber"—phone number in domestic format. "E164digits"—phone number in e.164 format.	GET
mute	Off	Shows whether the call is muted.	GET

Operations

The following operations are available for the **/me/calls** URI:

Operation	Description	Permissions
GET	Retrieves a list of all calls visible to the current user.	• Contact Center Admin • Agent (only for objects owned by this agent)

In addition, the following operations are supported for individual calls specified by the **/me/calls/{id}** URI:

Operation	Description	Permissions
GET	Retrieves information about the specified call.	• Contact Center Admin • Agent (only for objects owned by this agent)