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Web Services API Reference

Devices API

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Devices API

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Attributes

Attribute	Type	Description	Access Level
model	String	Optional. The device model.	GET, POST
phoneNumber	String	Mandatory. The phone number assigned to this device.	GET, POST
userState	AgentState	The current contact center state of the user to whom the device is assigned represented by an agent state object as described in Agent States.	GET
country	String	The phone number country information: "country":{"name":"United States","code":"US","callingCode":"1"}	GET
location	String	The geographical location of this phone number.	GET
localNumber	String	The phone number in the format of its home country.	GET
e164number	String	The phone number in E.164 format.	GET
doNotDisturb	String	The do not disturb state on this device. Valid values are "On" and "Off".	GET
forwardTo	String	The number to which calls are forwarded (if forwarding is enabled).	GET
capabilities	String Array	A list of operations currently available on the device. Possible values for users with role ROLE_AGENT: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, ForwardCallsOff In addition, users who have the role ROLE_SUPERVISOR may see one or more of the following:	GET

Attribute	Type	Description	Access Level
		<p>ListenIn, Bargeln, Coach, CancelSupervisorMonitoring</p> <p>The exact combination depends on the particular contact center configuration as well as the current supervisorMonitoringState and supervisorMonitoringMode (see below) set for the device. In addition, if another supervisor is already monitoring the device, these functions will not be available as only one supervisor at a time may monitor a given device.</p>	
supervisorMonitoringState	String	The current supervisor monitoring state on this device. Possible values are "ListenIn", "Bargeln", and "Coach". If monitoring is not in progress, this attribute is not present in the response.	GET
supervisorMonitoringMode	String	<p>Possible values:</p> <p>NextCall—Supervisor will monitor the next call to arrive on this device.</p> <p>AllCalls—Supervisor will monitor all calls on this device.</p>	GET
supervisorMonitoringScopeString		<p>Call: Calls arriving on this device will be monitored by the supervisor from beginning to end, even when the call is transferred.</p> <p>Agent: Only calls handled by this agent are monitored. If the call is transferred, the supervisor will no longer be monitoring it.</p>	GET
telephonyNetwork	String	<p>This property denotes the type of telephony network the device is associated with. Valid values are "Public" or "Private".</p> <p>Public—this would be set for a</p>	GET, POST

Attribute	Type	Description	Access Level
		device that is connected over the PSTN via SIP Server. Private—other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya. If no value is provided for this property on device creation, the default value "Private" is assigned.	

Operations

The following operations are available for the **/devices** URI:

Operation	Description	Permissions
GET	Retrieves a list of all devices for the specified grouping (for example, /users/{id}/devices will retrieve a list of devices assigned to the specified user).	<ul style="list-style-type: none">• Contact Center Admin• Agent (only for objects owned by this agent)

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

Operation	Description	Permissions
GET	Retrieves information about the specified device.	<ul style="list-style-type: none">• Contact Center Admin• Agent (only for objects owned by this agent)

List Devices

The devices can be listed with the following groupings:

- All devices in contact center. The path to be used is **.../api/v2/devices** and the Contact Center Admin role is required.
- All devices assigned to given user. The path to be used is **..api/v2/users/{userid}/devices** and the Contact Center Admin role is required.
- All devices assigned to current user. The path to be used is **...api/v2/me/devices** and the Contact

Center Agent or Login role is required.

The request can return the list of device URIs or the list of devices. To list URIs:

```
GET .../devices
return sample:
{
  "statusCode":0,
  "uris":[
    "http://172.21.16.123:8080/api/v2/devices/0c754clf-7a65-4a7f-9a2b-c5bb5c983653",
    "http://172.21.16.123:8080/api/v2/devices/406ff680-63c8-4eeb-8c23-f39f538059d1",
    "http://172.21.16.123:8080/api/v2/devices/d6186ffc-af3d-4925-835e-a9e8dad98051"
  ]
}
```

To list devices, use the **fields=*** query parameter:

```
GET .../devices?fields=*
return sample:
{
  "statusCode":0,
  "devices":[
    {
      "id":"0c754clf-7a65-4a7f-9a2b-c5bb5c983653",
      "deviceState":"Inactive",
      "phoneNumberUri":"http://172.21.16.123:8080/api/v2/phone-numbers/
6658d431-9195-4184-a462-b8a6fd901de8",
      "telephonyNetwork":"Public",
      "model":"CloudDevice",
      "vendor":"Genesys",
      "phoneNumber":"+16509870000",
      "country":{"
        "name":"United States",
        "code":"US",
        "callingCode":"1"
      }},
      "location":"California",
      "e164Number":"+16509870000",
      "voiceEnvironmentUri":"http://172.21.16.123:8080/api/v2/voice-environments/
b40eb01e-199d-4db3-a91f-a0cf104ab2bf"
    },
    {
      "id":"1fd21300-303d-401f-9b4c-0d9c2801433e",
      "deviceState":"Inactive",
      "phoneNumberUri":"http://172.21.16.123:8080/api/v2/phone-numbers/
812a7b7b-0e5b-4025-9443-79363b85773c",
      "telephonyNetwork":"Public",
      "model":"CloudDevice",
      "vendor":"Genesys",
      "phoneNumber":"3001",
      "country":{"
        "name":"",
        "code":"",
        "callingCode":""
      }},
      "e164Number":"3001",
      "voiceEnvironmentUri":"http://172.21.16.123:8080/api/v2/voice-environments/
b40eb01e-199d-4db3-a91f-a0cf104ab2bf"
    },
    ...
  ]
}
```

```
}
```