Web Services API Reference

Skills API

5/1/2025

Skills API

Contents

Attributes

The following attributes are supported for Skill objects.

Attribute	Type	Description	Access level
name	String	The name of the skill.	POST, GET
description	String	A detailed description.	POST, GET

Operations

Read contact center skills

Returns URIs of all skills of current contact center.

Method

GET

Request mapping

.../api/v2/skills

Permissions

Contact center administrator

Examples

Request:

```
GET .../api/v2/skills
```

Response:

```
{
    "statusCode": 0,
    "uris":
    [
        "http://localhost:8080/api/v2/skills/8e8fbe93-a8e5-4997-a939-0e245c30f97c",
        "http://localhost:8080/api/v2/skills/9d81193d-9f8a-4bce-9e58-1f586505328d"
    ]
}
```

If you need detailed information, use the **?fields=*** request parameter. Note that the "description" field will be absent in the response if it wasn't created for the skill.

Request:

```
GET .../api/v2/skills?fields=*
```

Response:

```
{
    "statusCode": 0,
    "skills":
    [
        {
            "id": "8e8fbe93-a8e5-4997-a939-0e245c30f97c",
            "name": "Might",
            "description": "Brandishing of heavy and sharp long iron bars.",
            "level": "0"
        },
        {
            "id": "9d81193d-9f8a-4bce-9e58-1f586505328d",
            "name": "Magic",
            "description": "Declaiming of strange phrases and making funny gestures to cast
fireballs and etc.",
            "level": "0"
        }
    ]
}
```

Read a specified skill

Read the specified skill.

Method

GET

Request mapping

.../api/v2/skills/{id}

Permissions

Contact center administrator

Examples

Request:

```
GET .../api/v2/skills/<skill_id>
```

Response:

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

Read a user skill

Reads the specified skill of the specified user.

Method

GET

Request mapping

.../api/v2/users/{user_id}/skills/{skill_id}

Permissions

Contact center administrator

Examples

Request:

```
GET .../api/v2/users/{user_id}/skills/{skill_id}
```

Response:

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

Read user skills

Reads all skills of the specified user.

Method

GET

Request mapping

.../api/v2/users/{user_id}/skills

Permissions

Contact center administrator

Examples

Request:

```
GET .../api/v2/users/{user_id}/skills
```

Response:

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

Read a skill of the current user

Reads the specified skill of the current user.

Method

GET

Request mapping

.../api/v2/me/skills/{skill_id}

Permissions

- Contact center administrator
- Contact center agent

Examples

Request:

```
GET .../api/v2/me/skills/{skill_id}
```

Response:

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

Read all skills of the current user

Reads all skills of the current user.

Method

GET

Request mapping

.../api/v2/me/skills

Permissions

- Contact center administrator
- Contact center agent

Examples

Request:

```
GET .../api/v2/me/skills
```

Response:

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