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Web Services API Reference

[Create Record](#)

12/14/2025

Create Record

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

Overview

Creates the specified outbound record.

Request URL	/api/v2/me/outbound-records
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	AddRecord	Yes
chainId	Integer	The unique identifier of the chain. This is added to the existing chain if specified; otherwise, Web Services creates a new chain.	No
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	Name of outbound campaign which will be used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
phoneNumber	String	The phone number of the record that is being created.	Yes
timeZone	String	Time zone information.	Yes
phoneType	String	Possible values: - NoContactType - HomePhone - DirectBusinessPhone	Yes

Parameter	Type	Value	Required
		• BusinessWithExt • Mobile • VacationPhone • Pager • Modem • VoiceMail • PinPager • EmailAddress • InstantMessaging	
from	Integer	The record is available from this time.	Yes
until	Integer	The record is available until this time.	Yes
otherFields	Map	A map that contains user data, which will be attached to request.	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records
{
  'chainId': 2,
  'from': 0,
  'devicePath': '/devices/4d72a6b5-ee96-4e1f-b09b-5c3f979d82b7',
  'operationName': 'AddRecord',
  'phoneNumber': '12345',
  'phoneType': 'InstantMessaging',
```

Create Record

```
{
  'campaignName': 'Campaign1',
  'timeZone': 'GMT',
  'callingList': 'CallingList1',
  'applicationId': 134,
  'until': 86339,
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
  {
    'data':
    {
      'record':
      {
        'devicePath': '/devices/4d72a6b5-ee96-4e1f-b09b-5c3f979d82b7',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'campaignName': 'Campaign1'
      },
      'notificationType': 'AddRecordAcknowledge',
      'messageType': 'OutboundRecordMessage',
      'referenceId': '123456789'
    },
    'channel': '/v2/me/outbound'
  },
  {
    'data':
    {
      'metrics':
      {
        'eventProcessing':
        {
          'serverGenerationTimestamp': 1433915479448,
          'nodeProcessingTimeNanos': 4615078,
          'serverProcessingTimeTotalMs': 4
        }
      },
      'userData':
      {
        'GSW_APPLICATION_ID': 134,
        'GSW_USER_EVENT': 'AddRecordAcknowledge',
        'GSW_CALLING_LIST': 'CallingList1',
        'GSW_PHONE': '12345',
        'GSW_CAMPAIGN_NAME': 'Campaign1',
        'GSW_CHAIN_N': 0,
        'GSW_CHAIN_ID': 2
      },
      'deviceId': '4d72a6b5-ee96-4e1f-b09b-5c3f979d82b7',
      'messageType': 'DeviceUserEventMessage'
    },
    'channel': '/me/internal'
  }
]
```

```
    },  
    {  
      'successful': True,  
      'advice':  
      {  
        'interval': 0,  
        'timeout': 30000,  
        'reconnect': 'retry'  
      },  
      'id': '14',  
      'channel': '/meta/connect'  
    }  
  ]  
}
```