

API Documentation

Queues



Version 1.3

Queues allow you to route incoming calls to a specific group of agents based on the department (ex. technical or financial), language (English, Spanish, German, French ...) or other criteria.

Within the queue the call gets routed to the first available agent according to the strategy set (Longest Idle Agent, Round Robin, Top Down or other).

/api/cc_queue

Queue Properties

| Field | Type | Required | Description |
|--|--------|----------|--|
| id | int | optional | (read only) |
| account_id | int | optional | (read only) |
| name | string | required | User full name (required) |
| tv_name | string | optional | Short name (for TV title) |
| strategy | string | required | (required) ring-all / longest-idle-agent / round-robin / top-down / agent-with-least-talk-time / agent-with-fewest-calls / sequentially-by-agent-order / sequentially-by-next-agent-order / random |
| record | int | optional | Override recording flag |
| time_base_score | string | required | (required) system / queue |
| max_wait_time | int | | |
| max_wait_time_with_no_agent | int | optional | |
| max_wait_time_with_no_agent_time_reached | int | optional | |
| tier_rules_apply | bool | optional | |
| tier_rule_wait_second | int | optional | |
| tier_rule_no_agent_no_wait | bool | optional | |
| discard_abandoned_after | int | optional | |
| abandoned_resume_allowed | bool | optional | |
| tier_rule_wait_multiply_level | bool | optional | |
| announce_id | int | optional | Periodic announcement media id |
| announce_frequency | int | optional | (in seconds) |
| moh_id | int | optional | Music on hold media id |

| | | | |
|--------------------------------|--------|----------|--|
| sla_strategy | int | optional | Service-level agreement Strategy |
| sla_answer_time | int | optional | Service-level agreement time (in seconds) |
| auto_answer | bool | optional | |
| pre_bridge_announcement | int | optional | Media id |
| join_announce | int | optional | Media id |
| exits | json | optional | Exits destinations config |
| ring_timeout | int | optional | |
| background_color | string | optional | (in TV) |
| font_color | string | optional | (in TV) |
| labels | array | optional | Array or comma separated list of label IDs |
| avg_wait_range | int | optional | |
| audio_playback | json | optional | |
| music_advanced | bool | optional | |
| user_ids | | optional | (read only) |
| extensions | | optional | (read only) |
| users | | optional | (put/post only) Assigned agents array Format: [[user_id, mode, position, level, timegroup_id], ...] |

Example

GET

https://{your_URL}/api/cc_queue?name={name}&strategy={strategy}&time_base_score={system/queue}&api_key={key}

JSON Response

```
{
  "success": true,
  "data": {
    "id": XXX,
    "account_id": XXXX,
    "site_id": null,
    "name": "QUEUE-NAME",
    "tv_name": null,
    "strategy": "longest-idle-agent",
    "record": 0,
    "time_base_score": "",
    .
    .
    .
  }
}
```

```
}
```

Queue Additional Methods

Manage queue agents

| URL | Method | Description |
|---------------------------------------|--------|---|
| <code>/api/cc_queue/{id}/users</code> | GET | List of assigned agents |
| <code>/api/cc_queue/{id}/users</code> | POST | Add agents Params: <code>users</code> - <code>[[user_id, mode, position, level, timegroup_id], ...]</code> |
| <code>/api/cc_queue/{id}/users</code> | PUT | Replace agents Params: <code>users</code> - <code>[[user_id, mode, position, level, timegroup_id], ...]</code> |
| <code>/api/cc_queue/{id}/users</code> | DELETE | Delete agents Params: <code>ids</code> - array or comma separated list or <code>user_ids</code> |

Example

GET

```
https://{your_URL}/api/cc_queue/{id}/users?api_key={key}
```

JSON Response

```
{
  "success": true,
  "data": [
    [
      XXXXX,
      4,
      10,
      1,
      "User 1",
      null,
      false
    ],
    [
      23250,
      4,
      10,
      1,
      "John Smith",
```

```
    null,  
    false  
  ],  
}
```