

# API Documentation

## Users



Version 1.3

You can create users, update users, login/logout users and control all of your user information via API.

This allows for customer data access.

**User Methods**

URL	Method	Description
/api/user	GET	Get list of all users
/api/user/{id}	GET	Get specific user data
/api/user/?q={query}&is_agent=0	GET	Get list of users matched the query, q – query filter, will match name, username or email of user is_agent=1 – list only agents.
/api/user/{id}	PUT	Update specific record. Only submitted values are updated.  Response will contain 'data' property object with all record's values
/api/user	POST	Create new user Response will contain 'data' property object with new record's values
/api/user/{id}	DELETE	Delete user
/api/user/login	POST	Log-in user
/api/user/logout	GET	Log-out user
/api/user/{id}/queues	REST	Manage queues (see <a href="#">Manage queue agents</a> ) Format: [[queue_id, mode, position, level, timegroup_id], ...]

**User Parameters:**

Parameter name	Type	Required	Description
id	int	optional	(read only)
active	int	optional	(0 or 1)
account_id	int	optional	(read only)
is_agent	bool	optional	Make user a CallCenter agent
in_reports	bool	optional	Include in reports
name	string	required	User full name (required)
username	string	required	(required)
password	string	required	Write only, not shown in get/list results (required) Must contain minimum 8 characters, numbers,

					uppercase and lowercase letters
email			string	required	(required)
timezone			string	optional	Timezone string (Example: 'Asia/Jerusalem') (Default: 'UTC')
sites			array	optional	List of sites IDs
groups			array	optional	User Groups IDs
intercept_groups			array	optional	Intercept Groups IDs
intercept_other_groups			array	optional	Intercept Other Groups IDs
geo_limit			string	optional	Comma separated list of 2 chars country codes (Example: 'IL,US') If not empty, will limit login to selected countries.
follow_me			int	optional	Follow me strategy. 0:simultaneously, other:Interval in seconds
last_login			int	optional	Last login epoch (unix timestamp) (read only)
ts			int	optional	Creation date epoch (unix timestamp) (read only)
follow_me			int	optional	Default devices ring strategy – delay between switch to next device.
devices			array	optional	Array of objects, devices assigned to user (read only) Example: [{device_id:1, ring:0, delay:0, timeout:0, name:'device name'}]
extensions			string	optional	Extensions directly routed to user (coma separated list) (read only)
dids			string	optional	DIDs directly routed to user (coma separated list) (read only)
dr_id			int	optional	Dial Rule ID – override account.dr_id
call_timeout			int	optional	Voice-mail timeout (in seconds)
vm_id			int	optional	Voice-mail Box ID
vm_name			string	optional	Voice-mail Box Name (read only)
pgroup_id			int	optional	Permission group ID

pgroup			string	optional	Permission group name (read only)
permissions			object	optional	Permission group overrides
queue_perms			array	optional	List of permitted queues. Format: [[queue_id, mode, position, level, timegroup_id], ...]

<b><u>Device settings override</u></b>					
override_device			bool	optional	
ecnam, ecnum, ocnam, ocnum, user_record, cnum_by_country, blf_ext, rec_inb_ext, rec_out_ext, rec_inb_int, rec_out_int					

<b><u>Real-time status</u></b>					
pause_id			int	optional	(read only)
online			int	optional	(read only)
queues			array	optional	Joined queue ids (read only)

<b><u>Overrides (of account defaults)</u></b>					
session_ttl			int	optional	Session timeout (in seconds)
max_snooze			int	optional	Maximum allowed number of snoozes
wrap_up_time			int	optional	Wrap up time (in seconds)
no_answer_delay_time			int	optional	No answer delay (in seconds)
reject_delay_time			int	optional	Reject delay (in seconds)
busy_delay_time			int	optional	Busy delay (in seconds)
max_no_answer			int	optional	Max no answer (in seconds)

### **Example 1**

```
POST
https://{your_URL}/api/user?api_key={key}
```

### **Body**

```
POST
{
  name: "John Smith",
  username: "Jonh123",
  password: "Ab123456",
  email: "usersmail@mail.com",
```

```
    in_reports: true,  
    is_agent: true,  
}
```

## JSON Response

```
{  
  "success": true,  
  "data": {  
    "id": 12345,  
    "account_id": XXXX,  
    "active": 1,  
    "in_reports": true,  
    "pgroup_id": 0,  
    "username": "Jonh123",  
    "email": "mail@nomail.com",  
    "name": "John Smith",  
    .  
    .  
    .  
  }  
}
```

## Example 2

```
DELETE  
https://{your_URL}/api/user/{id}?api_key={key}
```

## JSON Response

```
{  
  "success": true,  
}
```