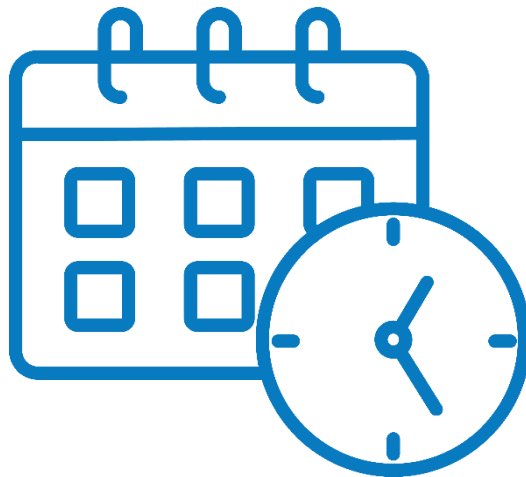


# API Documentation

## Events



Version 1.3

To enable Events, you need to set Event Push Notifications URL in account configuration in the UI.

Queue and call events will be sent upon enabling.

## Queue events

### Variables in Queue events

Event	Data
<code>agent:checkin</code>	<code>user_id</code> , <code>device_id</code> , <code>device_name</code>
<code>agent:checkout</code>	<code>user_id</code>
<code>queue:join</code>	<code>user_id</code> , <code>queues</code> - (array) joined queue ids
<code>queue:leave</code>	<code>user_id</code> , <code>queues</code> - (array) queue ids that was left
<code>agent:status</code>	<code>user_id</code> , <code>activity_id</code> , <code>pause_id</code> , <code>in_calls</code> (1 if calls activity)

## Call events

Event names: `call:ring`, `call:answer`, `call:end`, `call:start` (only for queue calls)

### Variables in call events

Event	Data
<code>id</code>	Call UUID
<code>call_id</code>	UUID of first leg, same for all legs of one call
<code>ts</code>	Event time epoch (unix timestamp)
<code>site_id</code>	Site ID
<code>type</code>	type of call (inbound / outbound / internal / queue / fax / conf)
<code>dst_num</code>	Dialed destination number
<code>src_device_id</code>	Source device ID
<code>dst_device_id</code>	Destination device ID
<code>src_user_id</code>	Source user ID
<code>dst_user_id</code>	Destination user ID
<code>cid_num</code>	Caller ID number
<code>cid_name</code>	Caller ID name
<code>a2</code>	Country code (in ISO 3166-1 alpha-2 format)
<code>tags</code>	Provided tags
<code>queue_id</code>	If queue calls

lead_id	Provided lead_id
lead_name	Provided lead_name
campaign_id	Provided campaign_id
dialer_id	If originated by dialer
conference_id	On conference calls
call_script	Call Script ID
waitms	Waiting time (in milliseconds)
durationms	Call duration (in milliseconds)
progressms	The amount of time in milliseconds between the sip invite and the sip 180 message
billms	Time between answer and hang-up (in milliseconds)
cc_wait	Waiting time in queue (in seconds)
hangup_cause	Hang-up code. See: <a href="https://freeswitch.org/confluence/display/FREESWITCH/Hangup+Cause+Code+Table">https://freeswitch.org/confluence/display/FREESWITCH/Hangup+Cause+Code+Table</a>
canceled	Contains disconnect reason for not answered <b>queue</b> calls. One of: NONE - no specific reason TIMEOUT - caller has been waiting more than the timeout NO_AGENT_TIMEOUT - caller has been waiting more than the BREAK_OUT no_agent_timeout - caller abandoned