



ONCALL API AND EVENT URL DOCUMENT

I. API

1. GET ACCESS TOKEN API

1.1 USE USER/PASSWORD OF TENANT

- The application scope of access token: Tenant.
- URL: <http://118.68.169.39:8899/api/account/credentials/verify>
- Content-Type: application/json
- Method: POST
- Input:

Param name	Data type	Required	Description
name	String	Yes	The name of the tenant user
password	String	Yes	Password for tenant user

- Example:

```

1 {
2   "name": "test",
3   "password": "123456"
4 }
```

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
access_token	String	Token for tenant
expires	Integer	Time interval for access token expiration, in seconds
api_version	String	API version number
role	String	User type
name	String	The name of the tenant
id	Integer	The user id of the tenant user

- Example:

```

1 {
2   "access_token": "629441ed6a0b40448060a09ebd00adb4",
3   "expires": 3600,
4   "api_version": "8.0",
5   "role": "tenant",
6   "name": "test",
7   "id": 239926257964425216
8 }
```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1 {
2   "err_code": "1041004",
3   "msg": "Username or Password incorrect"
4 }

```

1.2 USE EXTENSION NUMBER / PASSWORD OF EXTENSION

- The application scope of access token: Extension.
- URL: <http://118.68.169.39:8899/api/account/extension/sip/verify>
- Content-Type: application/json
- Method: POST
- Input:

Param name	Data type	Required	Description
extension_number	String	Yes	Extension number
sip_password	String	Yes	SIP password of extension
domain	String	Yes	Tenant's domain

- Example:

```

1 {
2   "extension_number": "101",
3   "sip_password": "101",
4   "domain": "test"
5 }

```

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
access_token	String	Token for extension number
extension_number	String	Extension number
extension_password	String	SIP password of extension
indept_password	String	The "web access password" of extension
domain	String	Tenant's domain
expires	Integer	Time interval for access token expiration, in seconds
api_version	String	API version number
role	String	User type
name	String	Extension number
id	Integer	ID of extension number
transports	Array	Protocol / Port of extension number

- Example:

```

1  {
2    "access_token": "0006e7899c34405c8618a12b78f33461",
3    "extension_number": "101",
4    "extension_password": "101",
5    "indept_password": "101",
6    "domain": "test",
7    "expires": 600,
8    "api_version": "12.0",
9    "name": "101",
10   "id": 259206915941343232,
11   "role": "extension",
12   "transports": [
13     {
14       "protocol": "UDP",
15       "port": 5060
16     }
17   ]
18 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1041004",
3    "msg": "Username or Password incorrect"
4  }

```

1.3 USE EXTENSION NUMBER / WEB PASSWORD OF EXTENSION

- The application scope of access token: Extension.
- URL: <http://118.68.169.39:8899/api/account/extension/web/verify>
- Content-Type: application/json
- Method: POST
- Input:

Param name	Data type	Required	Description
extension_number	String	Yes	Extension number
web_password	String	Yes	The “web access password” of extension
domain	String	Yes	Tenant’s domain

- Example:

```

1 {
2   "extension_number": "101",
3   "web_password": "101",
4   "domain": "test"
5 }

```

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
access_token	String	Token for extension number
extension_number	String	Extension number
extension_password	String	SIP password of extension
indept_password	String	The “web access password” of extension
domain	String	Tenant’s domain
expires	Integer	Time interval for access token expiration, in seconds
api_version	String	API version number
role	String	User type
name	String	Extension number
id	Integer	ID of extension number
transports	Array	Protocol / Port of extension number

- Example:

```

1 {
2   "access_token": "0006e7899c34405c8618a12b78f33461",
3   "extension_number": "101",
4   "extension_password": "101",
5   "indept_password": "101",
6   "domain": "test",
7   "expires": 600,
8   "api_version": "12.0",
9   "name": "101",
10  "id": 259206915941343232,
11  "role": "extension",
12  "transports": [
13    {
14      "protocol": "UDP",
15      "port": 5060
16    }
17  ]
18 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1041004",
3    "msg": "Username or Password incorrect"
4  }

```

2. GET THE INFORMATION OF EXTENSION API:

2.1 LIST EXTENSION GROUPS

- Use access token at Section 1.1 to call API.
- URL: <http://118.68.169.39:8899/api/extensions/group/list>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging

- Example:

GET <http://118.68.169.39:8899/api/extensions/group/list?pagination=1>

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned records
groups	Array	Information of extension group: -id: extension group unique ID -group_name: name of extension group -members_count: the total number of members

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 100,
4    "sort_by": "DEFAULT",
5    "count": 1,
6    "groups": [
7      {
8        "id": 239926257993785344,
9        "group_name": "__DEFAULT__",
10       "members_count": 20
11     }
12   ]
13 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Tên tham số	Kiểu dữ liệu	Mô tả
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

2.2 RETRIEVES THE PROPERTIES OF AN EXTENSION GROUP

- Use access token at Section 1.1 to call API.
- URL: <http://118.68.169.39:8899/api/extensions/group/show>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	Extension group ID

- Example:

GET <http://118.68.169.39:8899/api/extensions/group/show?id=239926257993785344>

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
id	Integer	Extension group ID
group_name	String	Name of extension group
group_description	String	Description for extension group

enable_management_console_access	Boolean	Indicates if extension group members are allowed to access the Portal
enable_call_cross_group	Boolean	Indicates if extension group members are allowed to call internal
enable_intercom	Boolean	Indicates if extension group members are allowed for intercom
enable_external_call	Boolean	Indicates if extension group members are allowed to call external numbers
members	Array	Information of extension group: -id: ID of extension -extension_number: extension number -first_name: first name of extension user -last_name: last name of extension user

- Example:

```

1  {
2    "id": 239926257993785344,
3    "group_name": "__DEFAULT__",
4    "group_description": "Inbuilt extension group",
5    "enable_intercom": false,
6    "enable_external_call": true,
7    "enable_management_console_access": true,
8    "enable_call_cross_group": true,
9    "members": [
10     {
11       "id": 259206915941343232,
12       "extension_number": "101",
13       "first_name": "Nhan",
14       "last_name": ""
15     },
16     {
17       "id": 239941550350667776,
18       "extension_number": "103",
19       "first_name": "",
20       "last_name": ""
21     }
12
```

- Output: In case has an error (**Status: 400 Bad Request**)

Tên tham số	Kiểu dữ liệu	Mô tả
err_code	String	Error code
msg	String	Description of error

- Example:

```

1 {
2   "err_code": "1028",
3   "msg": "Database Nonexistent records."
4 }
```

2.3 LIST A COLLECTION OF EXTENSION

- Use access token at Section 1.1 to call API.
- URL: <http://118.68.169.39:8899/api/extensions/list>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging

- Example:

GET <http://118.68.169.39:8899/api/extensions/list?pagination=1>

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned records
extensions	Array	Information of extension: -id: id of the extension -extension_number: extension number -first_name: first name of extension user -last_name: last name of extension user -email: email of extension user -status: status of extension -user_agent: user agent of extension

- Example:

```

1  {
2    "count": 20,
3    "pagination": 1,
4    "pagesize": 100,
5    "sort_by": "DEFAULT",
6    "extensions": [
7      {
8        "id": 259206915941343232,
9        "extension_number": "101",
10       "first_name": "Nhan",
11       "last_name": "",
12       "email": "nhanlk2@fpt.com.vn",
13       "status": "OFFLINE",
14       "user_agent": ""
15     },
16     {
17       "id": 239941550350667776,
18       "extension_number": "103",
19       "first_name": "",
20       "last_name": "",
21       "email": "",
22       "status": "OFFLINE",
23       "user_agent": ""
24     }
25   ]
26 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

2.4 RETRIEVES THE SETTINGS OF AN EXTENSION

- Use access token at Section 1.2 or 1.3 to call API and get ID of extension.
- URL: <http://118.68.169.39:8899/api/extensions/show>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The ID of the extension

- Example:

GET <http://118.68.169.39:8899/api/extensions/show?id=259206915941343232>

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
id	Integer	The ID of the extension
extension_number	String	Extension number
password	String	Extension SIP password
web_access_password	String	The “web access password” of extension
profile	Array	The profile of extension
belong_groups	Array	The extension group
options	Array	The information of configuration, restriction and access for the extension
forward_rules	Array	The configuration of call forwarding rules for the extension
voice_mail	Array	The configuration of extension’s voice mail
office_hours	Array	The configuration of the office hours scheduling
blfs	Array	The configuration of the BLF lights

- Example:

```

1  {
2    "id": 259206915941343232,
3    "extension_number": "101",
4    "password": "12345678",
5    "web_access_password": "12345987",
6    "profile": {
7      "first_name": "Nhan",
8      "last_name": "",
9      "gender": "MALE",
10     "email": "nhanlk2@fpt.com.vn",
11     "company_name": "Tech",
12     "company_website": "",
13     "mobile_phone": "",
14     "work_phone": "",
15     "home_phone": "",
16     "twitter": "",
17     "facebook": "",
18     "linkedin": "",
19     "instagram": "",
20     "description": ""
21   },
22   "belong_groups": [
23     {
24       "name": "__DEFAULT__",
25       "id": 239926257993785344
26     }
27   ]
28 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1043001",
3    "msg": "Permission denied"
4  }

```

2.5 SHOW THE CURRENT QUOTA OF EXTENSION

- Use access token at Section 1.2 or 1.3 to call API and get ID of extension.
- URL: <http://118.68.169.39:8899/api/billing/show>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The extension ID

- Example:

```
GET http://118.68.169.39:8899/api/billing/show?id=259206915941343232
```

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
id	Integer	The extension entry ID
billing	String	The current quota of extension
currency	String	The currency

- Example:

```
1 {
2   "id": 259206915941343232,
3   "billing": "100000.00000",
4   "currency": "VND"
5 }
```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```
1 {
2   "err_code": "1043001",
3   "msg": "Permission denied"
4 }
```

3. MAKE CALL BY EXTENSION API

3.1 MAKE CALL BY EXTENSION

- URL: <http://118.68.169.39:8899/api/extensions/call>
- Content-Type: application/json
- Method: POST
- Input:

Param name	Data type	Required	Description
src	String	Yes	Extension number uses to make call
to	String	Yes	The called number
domain	String	Yes	Domain tenant of extension number
extension	String	Yes	Extension number is used to authenticate for this call (it can be

			the same src parameter or not, but required the same tenant)
auth	String	Yes	Web Access Password of extension parameter

- Example:

118.68.169.39:8899/api/extensions/call?src=101&to=0909123456&domain=test01.oncall&extension=103&auth=dOk25mk

4. GET THE INFORMATION OF RECORDING FILE API

4.1 RETRIEVE A COLLECTION OF CALL RECORD ENTRY

- Use access token at Section 1.1 to call API.
- URL: <http://118.68.169.39:8899/api/recordfiles/extension/list>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging
start_time	String	No	Time on which the call is started
end_time	String	No	Time on which the call is ended (use it if start_time is used)
extension	String	No	Extension number

- Example:

GET <http://118.68.169.39:8899/api/recordfiles/extension/list?pagination=1>

- Output: In case successful (Status: 200 OK)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned records
records	Array	The information of recording file: -id: the unique ID -filename: filename of call record -filepath: file download path of call record. Use http://file.oncall.vn/\$filepath to download file

-**caller**: caller who started the call
 -**callee**: callee who answered the call
 -**start_time**: time on which the call is started
 -**end_time**: time on which the call is ended
 -**duration**: the talk duration of the call record, in seconds
 -**status**: status of the call record

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 100,
4    "sort_by": "DEFAULT",
5    "records": [
6      {
7        "id": 289960160393302016,
8        "filename": "25543_eh8myc_g2bSGxHvLTWdHw_20200311-101747.wav",
9        "filepath": "group1/M00/02/ED/CmQBSV5oWHGAdBn_AAL4zD4ey1A778.wav",
10       "caller": "101",
11       "callee": "103",
12       "start_time": "2020-03-11 10:17:53",
13       "end_time": "2020-03-11 10:18:05",
14       "duration": 12,
15       "status": "unreaded"
16     },
17     {
18       "id": 289959570107928576,
19       "filename": "13654_KGPW5eqzdKKuX4GaJ5E3ug_20200311-101527.wav",
20       "filepath": "group1/M00/02/ED/CmQBSF5oV-SAHZCYAAIvjI7gWVw788.wav",
21       "caller": "101",
22       "callee": "103",
23       "start_time": "2020-03-11 10:15:35",
24       "end_time": "2020-03-11 10:15:44",
25       "duration": 9,

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

5. GET THE INFORMATION OF THE CALL HISTORY API

5.1 RETRIEVE A COLLECTION OF CALL HISTORY ENTRY

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/call_logs/list
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging
start_time	String	No	Time on which the call is started
end_time	String	Không	Time on which the call is ended (use it if start_time is used)
extension	String	Không	Extension number

- Example:

GET	http://118.68.169.39:8899/api/call_logs/list?pagination=1&pagesize=5
-----	---

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
details	Array	The information of call history entry: -id: the call history entry ID -caller: caller who started the call -callee: callee who answered the call -start_time: time on which the call is started -answer_time: time on which the call is answered -ringing_time: time on which the call is ringing -duration: the talk duration of the call detail, in seconds

-**ring_duration**: time on which the call is ringing
 -**talk_duration**: the talk duration of the call detail, in seconds
 -**direction**: direction of the call detail
 -**end_reason**: end reason of the call detail
 -**status**: status of the call detail
 -**outcid**: outbound caller ID of the call detail
 -**didcid**: DID / CID of the call detail
 -**call_cost**: cost of call

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 5,
4    "sort_by": "DEFAULT",
5    "details": [
6      {
7        "id": 290765803140308992,
8        "call_id": "188632174226707-1118763027134@210.245.29.226",
9        "caller": "420",
10       "callee": "0779919329",
11       "start_time": "2020-03-13 15:39:29",
12       "answer_time": "NOT_ANSWER",
13       "end_time": "2020-03-13 15:39:29",
14       "ringing_time": "1970-01-01 08:00:00",
15       "duration": 0,
16       "session_id": 6642639616966928521,
17       "related_callid_1": "",
18       "related_callid_2": "",
19       "ring_duration": 0,
20       "talk_duration": 0,
21       "caller_endpoint": "EXTENSION_NUMBER",
22       "callee_endpoint": "EXTENSION_NUMBER",
23       "direction": "EXTENSION_CALL",
24       "end_reason": "NONE",
25       "status": "FAIL",
26       "outcid": ""

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

5.2 RETRIEVE CALL HISTORY ENTRY

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/call_logs/show
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The call history entry ID

- Example:

GET http://118.68.169.39:8899/api/call_logs/show?id=289958815141613568...

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
count	Integer	Count the returned record
id	Integer	The call history entry ID
targets	Array	The information of call history entry: -destination: extension number of callee -add_time: time on which the callee is called -answer_time: time on which the call is answered -end_time: time on which the call is ended -ringing_time: time on which the call is ringing -fail_code: failure code in case the call failed -related_callid: related called -ring_duration: the ring duration of the call target, in seconds

-**talk_duration**: the talk duration of the call target, in seconds
 -**direction**: direction of the call target
 -**end_reason**: end reason of the call target
 -**status**: status of the call target
 -**target_cost**: cost of the call target
 -**rating**: the rating of the call target

- Example:

```

1  {
2    "count": 1,
3    "id": 289958815141613568,
4    "targets": [
5      {
6        "destination": "sip:0773931408@118.69.114.182",
7        "add_time": "2020-03-11 10:12:48",
8        "answer_time": "2020-03-11 10:12:48",
9        "end_time": "2020-03-11 10:12:54",
10       "ringing_time": "1970-01-01 08:00:00",
11       "fail_code": 0,
12       "related_callid": "",
13       "ring_duration": 0,
14       "talk_duration": 6,
15       "reroute_reason": "NONE",
16       "direction": "EXTENSION_CALL",
17       "end_reason": "DISCONNECT",
18       "status": "ANSWERED",
19       "target_cost": "0.000000",
20       "rating": {
21         "call_prefix": "",
22         "type": "NONE",
23         "free_seconds": 0,
24         "grace_period": 0,
25         "interval1": 0,
26         "intervaln": 0,

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1028",
3    "msg": "Database Nonexistent records."
4  }

```

6. GET THE INFORMATION OF CALL QUEUE API

6.1 RETRIEVE A COLLECTION OF CALL QUEUES

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/call_queues/list
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging

- Example:

GET	http://118.68.169.39:8899/api/call_queues/list?pagination=1
-----	---

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned record
queues	Array	The information of Call Queue: - id : the ID of the call queue - extension_number : call queue's extension number - name : call queue's name - polling_strategy : polling strategy of Call Queue

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 100,
4    "sort_by": "DEFAULT",
5    "count": 4,
6    "queues": [
7      {
8        "id": 242194925796593665,
9        "extension_number": "3001",
10       "name": "Hung",
11       "polling_strategy": "RING_SIMULTANEOUSLY",
12       "status": "OFFLINE"
13     },
14     {
15       "id": 239952103668322305,
16       "extension_number": "3000",
17       "name": "cq1",
18       "polling_strategy": "RING_SIMULTANEOUSLY",
19       "status": "OFFLINE"
20     },
21     {
22       "id": 251885181118582785,
23       "extension_number": "3002",
24       "name": "cq2",
25       "polling_strategy": "RING_SIMULTANEOUSLY",
26       "status": "OFFLINE"

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

6.2 RETRIEVE CALL QUEUE

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/call_queues/show
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The call queue's ID, get from Section 5.1

- Example:

GET http://118.68.169.39:8899/api/call_queues/show?id=242194925796593665

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
id	Integer	The call queue's ID
name	String	Call queue's name
outbound_caller_id	String	Call queue's outbound caller ID
extension_number	String	Call queue's extension number
ring_time	Integer	Duration that each extension will ring, in seconds
polling_strategy	String	Polling strategy of Call queue
max_callers	Integer	The maximum number of callers allowed in queue
moh_fileid	String	Music on hold file ID
members	Array	Information of Call queue's members

- Example:

```

1  {
2    "id": 242194925796593665,
3    "name": "Hung",
4    "outbound_caller_id": "02873035238",
5    "extension_number": "3001",
6    "ring_time": 5,
7    "polling_strategy": "RING_SIMULTANEOUSLY",
8    "max_callers": 10,
9    "moh_metadata_id": 239926443486875648,
10   "moh_fileid": "group1/M00/00/1D/CmQBSV2yUumAK4DdAALhdLkiXZg125.wav",
11   "moh_filename": "Western_01.wav",
12   "members": [
13     {
14       "id": 239941816890302464,
15       "extension_number": "105",
16       "first_name": "Fanvil 105",
17       "last_name": "",
18       "is_logged_in": true,
19       "is_registered": false,
20       "is_oncalling": false
21     },
22     {
23       "id": 241384507624787968,
24       "extension_number": "107",
25       "first_name": "Fanvil 107",
26       "last_name": "",

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1 {
2   "err_code": "1028",
3   "msg": "Database Nonexistent records."
4 }
```

6.3 RETRIEVE A COLLECTION OF CALL WAIT QUEUES

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/call_queues/wait/list
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The call queue's ID, get from Section 5.1

- Example:

GET http://118.68.169.39:8899/api/call_queues/wait/list?id=239952103668322305

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
count	Integer	Count the returned record
wait_members	Array	The information of call wait queues: -display_name : caller who started the call -extension_number : caller who started the call -waittime : waiting time

- Example:

```

1  {
2    "count": 1,
3    "wait_members": [
4      {
5        "session_id": 36,
6        "display_name": "02873062020",
7        "extension_number": "02873062020@118.69.114.182",
8        "waittime": 4
9      }
10   ]
11 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1028",
3    "msg": "Database Nonexistent records."
4  }

```

7. GET THE INFORMATION OF CONFERENCE ROOM API

7.1 RETRIEVE A COLLECTION OF CONFERENCE ROOMS

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/conference_room/list
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging

- Example:

GET http://118.68.169.39:8899/api/conference_room/list?pagination=1

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned records

rooms	Array	<p>The information of Conference room:</p> <ul style="list-style-type: none"> -id: id of Conference Room -extension_number: extension number for Conference Room -room_pin: PIN for conference room -admin_pin: PIN for admin of conference room -mode: AUDIO for audio conference room; VIDEO for video conference room -subject: subject of Conference Room -maximum_participants: the maximum number of participants allowed in the Conference Room
--------------	-------	--

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 100,
4    "sort_by": "DEFAULT",
5    "count": 2,
6    "rooms": [
7      {
8        "id": 239951837703311360,
9        "extension_number": "4000",
10       "room_pin": "4561",
11       "admin_pin": "1111",
12       "mode": "AUDIO",
13       "status": "OFFLINE",
14       "subject": "audconf",
15       "maximum_participants": 3
16     },
17     {
18       "id": 241396425391476736,
19       "extension_number": "4001",
20       "room_pin": "1234",
21       "admin_pin": "1111",
22       "mode": "VIDEO",
23       "status": "OFFLINE",
24       "subject": "VideoConf",
25       "maximum_participants": 3
26     }
27   ]
28 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1 {
2   "err_code": "1040001",
3   "msg": "Parameter : pagination incorrect"
4 }

```

7.2 RETRIEVE CONFERENCE ROOM

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/conference_room/show
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The Conference Room's ID, get from Section 6.1

- Example:

GET http://118.68.169.39:8899/api/conference_room/show?id=239951837703311360

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
id	Integer	The ID of Conference Room
room_pin	String	PIN for the Conference Room
outbound_caller_id	String	Outbound caller id of conference room
extension_number	String	Extension number for Conference Room
subject	Integer	Subject of Conference Room
admin_pin	String	PIN for admin of the Conference Room
Mode	String	AUDIO for audio conference room; VIDEO for video conference room
max_participants	Integer	The maximum number of participants allowed in the room

- Example:

```

1
2  "id": 239951837703311360,
3  "extension_number": "4000",
4  "room_pin": "4561",
5  "subject": "audconf",
6  "outbound_caller_id": "02873035238",
7  "admin_pin": "1111",
8  "mode": "AUDIO",
9  "layout": 4,
10 "resolution": "720P",
11 "bitrate": 1024,
12 "framerate": 15,
13 "language": "en_US",
14 "status": "OFFLINE",
15 "recording": false,
16 "unattended": false,
17 "locked": false,
18 "muted": false,
19 "participants": 0,
20 "max_participants": 3
21

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1
2  "err_code": "1028",
3  "msg": "Database Nonexistent records."
4

```

7.3 RETRIEVE A COLLECTION OF CONFERENCE ROOM PARTICIPANTS

- Use access token at Section 1.1 to call API.
- URL: http://118.68.169.39:8899/api/conference_room/participants/list
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The Conference Room's ID, get from Section 6.1

- Example:

```

GET http://118.68.169.39:8899/api/conference_room/participants/list?id=239951837703311360

```

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
count	Integer	Count the returned records
participants	Array	The information of conference room participants: - participant : the phone number of participant - muted : indicates if participant is muted

- Example:

```

1  {
2    "count": 1,
3    "participants": [
4      {
5        "participant": "02873062020@118.69.114.182",
6        "muted": false
7      }
8    ]
9  }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1028",
3    "msg": "Database Nonexistent records."
4  }

```

8. GET THE INFORMATION OF CONTACT API

8.1 LIST CONTACT GROUPS

- Use access token at Section 1.1 to call API.
- URL: <http://118.68.169.39:8899/api/contacts/group/list>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
Pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging

- Example:

GET <http://118.68.169.39:8899/api/contacts/group/list?pagination=1>

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned record
contactGroups	Array	The information of Contact Group: -id: id of Contact Group -count: the count of all group members -name: Contact Group's name -description: description of Contact Group

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 100,
4    "sort_by": "DEFAULT",
5    "count": 1,
6    "contactGroups": [
7      {
8        "id": 260331782497505280,
9        "count": 2,
10       "name": "test",
11       "description": "test"
12     }
13   ]
14 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

8.2 LIST A COLLECTION OF CONTACT

- Use access token at Section 1.1 to call API.

- URL: <http://118.68.169.39:8899/api/contacts/list>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
pagination	Integer	Yes	The pagination of paging
pagesize	Integer	No	The size of paging
contact_grpid	Integer	Yes	The Contact Group's ID, get from Section 7.1

- Example:

GET	http://118.68.169.39:8899/api/contacts/list?contact_grpid=2505280&pagination=1
-----	---

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
pagination	Integer	The pagination of paging
pagesize	Integer	The size of paging
sort_by	String	Sort the records
count	Integer	Count the returned record
contacts	Array	The information of Contacts: -id: unquie id of Contact -first_name: first name of Contact -last_name: last name of Contact -company: company of Contact -mobile_phone: phone number of contact -mobile_phone2: phone number of contact -home_phone: home number of contact -home_phone2: home number of contact -email: email of contact

- Example:

```

1  {
2    "pagination": 1,
3    "pagesize": 100,
4    "sort_by": "DEFAULT",
5    "count": 2,
6    "contacts": [
7      {
8        "id": 260331912495763456,
9        "first_name": "cde",
10       "last_name": "101",
11       "company": "",
12       "mobile_phone": "",
13       "mobile_phone2": "",
14       "home_phone": "101",
15       "home_phone2": "",
16       "email": "",
17       "business": "",
18       "business2": "",
19       "business_fax": "",
20       "home_fax": "",
21       "other": "",
22       "pager": ""
23     }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1040001",
3    "msg": "Parameter : pagination incorrect"
4  }

```

8.3 RETRIEVES THE SETTINGS OF AN CONTACT

- Use access token at Section 1.1 to call API.
- URL: <http://118.68.169.39:8899/api/contacts/show>
- Content-Type: application/json
- Method: GET
- Input:

Param name	Data type	Required	Description
access_token	String	Yes	Token to be passed as a header
id	Integer	Yes	The Contact's ID, get from Section 7.2

- Example:

GET <http://118.68.169.39:8899/api/contacts/show?id=260331912495763456>

- Output: In case successful (**Status: 200 OK**)

Param name	Data type	Description
id	Integer	Contact ID
first_name	String	First name of contact
last_name	String	Last name of contact
company	String	Company of contact
mobile_phone	String	Phone number of contact
mobile_phone2	String	Phone number of contact
home_phone	String	Phone number of contact
home_phone2	String	Phone number of contact
email	String	Email of contact

- Example:

```

1  {
2    "id": 260331912495763456,
3    "first_name": "cde",
4    "last_name": "101",
5    "company": "",
6    "mobile_phone": "",
7    "mobile_phone2": "",
8    "home_phone": "101",
9    "home_phone2": "",
10   "email": "",
11   "business": "",
12   "business2": "",
13   "business_fax": "",
14   "home_fax": "",
15   "other": "",
16   "pager": ""
17 }

```

- Output: In case has an error (**Status: 400 Bad Request**)

Param name	Data type	Description
err_code	String	Error code
msg	String	Description of error

- Example:

```

1  {
2    "err_code": "1028",
3    "msg": "Database Nonexistent records."
4  }

```


II. EVENT URL

- Purpose: send extension activity details to 3rd server by of HTTP request in POST method (Webhook) including that:
 - Register Extension
 - Call from an Extension.
 - Call to an Extension.
- To send the Extension events to 3rd server, follow the steps below:
 - Go to Profile > Event URL > Extension event of portal

The screenshot shows the ONCALL web interface. The top navigation bar includes the ONCALL logo, a 'Profile' title, a language dropdown set to 'English', and user information 'test01 Role: tenant'. The main content area has several tabs: 'General', 'Office Hours', 'Storage', 'Mail Server', 'Music on hold', and 'Event URL' (highlighted with a red box and a '2' annotation). The 'Event URL' tab contains two sections: 'CDR events' and 'Extension event' (highlighted with a red box and a '3' annotation). The 'CDR events' section includes a description, an 'Authentication method' dropdown (set to 'None'), 'Username' and 'Password' input fields, a 'CDR URL' input field with a red asterisk, and an 'Enabled' checkbox. The 'Extension event' section includes a description and a 'CDR URL' input field. In the left sidebar, the 'Profile' menu item is highlighted with a red box and a '1' annotation.

- At the Extension event, below options should be provided:
 - Authentication method: the authentication method used when sending request to third-party server. Both HTTP Basic Authentication and HTTP Digest Authentication are supported. If authentication is not necessary, choose None.
 - Username: username used for authentication.
 - Password: password used for authentication.
 - Event URL: URL used for sending events to 3rd server, e.g. <http://www.clientserver.com/notification.php>
- Output

Param name	Data type	Description
call_id	String	Id of call
callee	String	callee who answered the call
caller	String	caller who started the call
event_type	String	Status of call
tenant_id	String	Id of tenant
time	String	time (UTC)

- Example:

```
1 {  
2     Member Key: call_id  
3         String value: c92e682-291a27e3-e9ddf8-7fe8854fbea8-a6724576-13c5-759  
4         Key: call_id  
5     Member Key: callee  
6         String value: sip:108@test01.oncall  
7         Key: callee  
8     Member Key: caller  
9         String value: sip:02873062020@118.69.114.182  
10        Key: caller  
11    Member Key: event_type  
12        String value: call_ended  
13        Key: event_type  
14    Member Key: tenant_id  
15        Number value: 239926257964425216  
16        Key: tenant_id  
17    Member Key: tenant_name  
18        String value: test01  
19        Key: tenant_name  
20    Member Key: time  
21        String value: 1584340956  
22        Key: time  
23 }
```